



**Syllantro**

**optiPoint 410/420 S V6.0**  
**economy**  
**economy plus**  
**standard**

**User Manual**

**SIEMENS**

Global network of innovation

# Safety Precautions

## For Your Safety

The IP telephone optiPoint 410/420 economy/economy plus/standard S V6.0 complies with the European standard EN 60 950, which deals with the safety of information technology appliances including electronic office equipment. This device has been designed with safety in mind, thus protecting both individuals and objects.

There is always the danger of small objects being swallowed by young children. In the case of the optiPoint 410/420 economy/economy plus/standard S V6.0, this applies in particular to the connecting cord clip.

Please make sure that such items are not accessible to children.

- Use only the enclosed power supply together with the special LAN cable
- Never open the power supply enclosure




## Protection of the Telephone

- The telephone must not be used in bathrooms, etc. as it is not splash-proof.
- Before connecting or disconnecting the LAN cable, pull the power plug out of the plug receptacle first.
- The device must not come into contact with abrasive liquids or liquids which are liable to discolor it, such as tea, coffee, fruit juices or soft drinks.

## Location of the Telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5 °C and 40 °C (41 °F and 104 °F).
- To ensure good handsfree talking quality, the area in front of the microphone (front right) should be kept clear. The optimum handsfree distance is 20 inches (50 cm).
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic equipment and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

## Important Notes

	Never operate the telephone in an environment where there is a risk of explosion.
	Only use Siemens accessories. The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.
	Never open the telephone set or an add-on unit. If any problems arise, contact your service personnel.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

The trademarks used are owned by Siemens AG or their respective owners.

## Labels



The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark.



This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

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## General Information

### About These Operating Instructions

These operating instructions will help you get to know the optiPoint 410/420 economy/economy plus/standard S V6.0 and to use its functions. The instructions contain important information for safe and proper operation of the optiPoint 410/420 economy/economy plus/standard S V6.0. Follow them carefully to avoid improper operation and get the most out of your multi-function telephone in a network environment.

Everybody involved in installing, operating or programming the optiPoint 410/420 economy/economy plus/standard S V6.0 must read these operating instructions.



For your own protection, please read the section dealing with safety. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

The layout of this operating manual is extremely user-friendly. You will be guided through operation of the optiPoint 410/420 economy/economy plus/standard S V6.0 step by step – starting with a description of simple basic functions, through configuration of all operating parameters to a description of the additional features. Administrative tasks are described in a separate manual. The quick reference guide is meant to give you quick and reliable explanations regarding frequently used functions.

### Intended Use

The optiPoint 410/420 economy/economy plus/standard S V6.0 telephone is a desktop unit designed for voice transmission and for connection to a LAN. Any other use is regarded as not prescribed.

### Product Identification

The characteristics of the telephone – precise product name and serial number – are displayed on the nameplate on the underside of the telephone. Please have these at hand when you contact our service department regarding problems or defects on the unit itself.

### Echo Effect

In some cases, while using the telephone you may hear an echo, which can be quite strong. This is not due to any design defect or other fault with your IP telephone, but caused by the other client. For example, if the echo occurs during a teleconference, it may be that the loudspeakers and microphones need to be repositioned.

### Service



The Siemens service department can only help you with encountered problems or defects on the unit itself.

Should you have any questions regarding the operation, your specialist retailer or network administrator will gladly help you with the right answers.

For any questions regarding the telephone connection, please contact your network provider.

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In the case of any trouble or defects on the unit itself, please dial the service number of your country.

### Notes and Symbols

#### Safety

Information that is important for preventing injury or damages is marked specially, as they are important instructions for correct use of the unit.



This symbol indicates a hazard. Failure to follow the instructions given may result in injury or in damage to the unit.



This symbol indicates the following:

- Key information important for the proper use of the telephone
- Particularly important information about the differences between single-and multiline mode.

Step by Step

Symbols in the Manual

You will find a graphic representation of the Telephone menu operating steps in logical sequence in the left column. Below is an explanation of the symbols:



Lift the handset (off-hook).



Replace the handset.



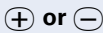
Conduct a call.



Enter a telephone number or code.



Enter the code.



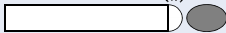
Increase or reduce the value depending on the current operating mode.



Press key.




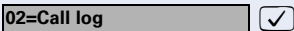
Press the illuminated key.






Press the blinking key.



The option appears on the display.  
Use the  key to confirm your selection.



Search for an option.  
Press the   keys  
until the option appears on the display.  
Then press the  key to confirm your selection.

# Introduction

## Overview

The **optiPoint 410/420 economy/economy plus/standard S V6.0** is a modern multi-functional IP telephone. It is designed for connection to data networks and is not directly connected with an ISDN system or to the PSTN.



This manual describes how to use the optiPoint 410/420 economy/economy plus/standard S V6.0 when it is connected to Sylantro from Siemens.

Some of the features described in this manual are only available because they are provided by Sylantro. If you are not using the optiPoint 410/420 economy/economy plus/standard S V6.0 in a Sylantro environment, contact the administrator to obtain the corresponding operating manual.

The optiPoint 410/420 economy/economy plus/standard S V6.0 enables voice communication via the standard Internet Protocol (IP). It is compatible with the signaling stack in compliance with the SIP (Session Initiation Protocol) protocol specification.

The optiPoint 410/420 economy/economy plus/standard S V6.0 can be used just like a conventional telephone – the only difference being that your calls are directed via a data network. The telephone has an Ethernet interface so that when using the TCP/IP protocol, you can make the telephone calls both via your own intranet and via the worldwide Internet.

The optiPoint 410/420 economy/economy plus/standard S V6.0 also supports other standard protocols, which optimizes the data and voice transmission and simplifies the administration of the unit. For example, the administrator can download updates for equipment software or feature enhancements to the optiPoint 410/420 economy/economy plus/standard S V6.0 via the FTP server.

The optiPoint 410/420 advance S V6.0 features a two-line display and special dialog keys, which allow user-friendly navigation through the menu structure of the unit's software. A wide variety of features and programmable keys enable you to configure the telephone individually to meet most requirements.

## Features

- Two-line alphanumeric display
- Time and date indication
- Speakerphone and loudspeaker
- Redial and storage of last 20 numbers
- On-hook dialing
- Menu texts in the national language
- 12 function keys which are all programmable on two levels
- 3 dialog keys for menu navigation
- Assignment of selected destination numbers to dialing keys
- Display of the caller's phone number or name
- Call Deflection, Consultation, Call Transfer, Toggle, Call Holding
- Call Forwarding
- Conferencing (not with optiPoint 410/420 economy)
- Password-protected user settings
- Variable ringer tone, volume, and sequence
- Simultaneous ringing, which alerts you to incoming calls at more than one location

## Telephone Types

The administrator can set up the optiPoint 410/420 economy/economy plus/standard S V6.0 as:

- a single-line telephone
- a multiline telephone

# Layout of optiPoint 410/420 economy/economy plus/standard

Here optiPoint 420 standard

Loudspeaker for open listening

Handset

Illuminated graphics display,, 2 lines of 24 characters each

Key fields – Programmable<sup>1</sup>: function keys

Key fields – Programmable<sup>1</sup> function keys

Dialing keypad

Microphone for speakerphone<sup>2</sup>

Dialog keys for scrolling through functions  
Dialog key for confirming a function

TKeys for phone settings

- 1 With automatic key labelling
- 2 Not economy und economy plus

## Properties of optiPoint 410/420 Telephone Modelle economy and standard

Telephone Model	Function keys	interface module	Display lines x characters	Headset-	Mini-Switch z. B. PC-Interface	Handsfree operation	Automatic key labeling
optiPoint 410 economy	4/8	-	2x24	-	-	-	-
optiPoint 410 economy plus	4/8	-	2x24	✓	✓	-	-
optiPoint 410 standard	4/8	✓	2x24	✓	✓	✓	-
optiPoint 420 economy	5/7	-	2x24	-	-	-	✓
optiPoint 420 economy plus	5/7	-	2x24	✓	✓	-	✓
optiPoint 420 standard	5/7	✓	2x24	✓	✓	✓	✓



## Display and Dialog Keys

The optiPoint 410/420 economy/economy plus/standard S V6.0 features a four-line display. In normal mode the Idle menu appears on the display.

<b>14:15</b>	<b>26.09.04</b>
<b>1228</b>	<b>Anlage &gt;</b>




Time and Date

Telephone Number      Editable display  
Shows telephone menu

<b>14:15</b>	<b>26.09.04</b>
<b>Schmidt</b>	<b>Anlage &gt;</b>

Name; Status (where applicable)

The idle menu displays the time and date in the first line. The telephone number or name is displayed in the second line. The user can define any name for the second line during configuration, such as the user name or the name of the communication platform. The second line provides access to the telephone menu. The arrow icon ">" on the right hand side of the second line indicates that additional functions are available. Any status messages are displayed in this line (if necessary, several are displayed alternately).

If you want to define settings, use the three dialog keys , ,  and the function key "Cancel" to navigate within the hierarchically structured menu system. The menu structure is nested into a maximum of four levels. Within this structure, the second line displays the currently selected menu while the fourth line displays a menu option.

# Keypad

The optiPoint 410/420 economy/economy plus/standard S V6.0 keypad features digits, letters and some special characters. Depending on the selected input mode, you can key in letters and special characters by pressing the relevant key as often as necessary until the required character appears on the display.

Examples of letter inputs are the password, the user name, or FTP download files and file paths respectively.

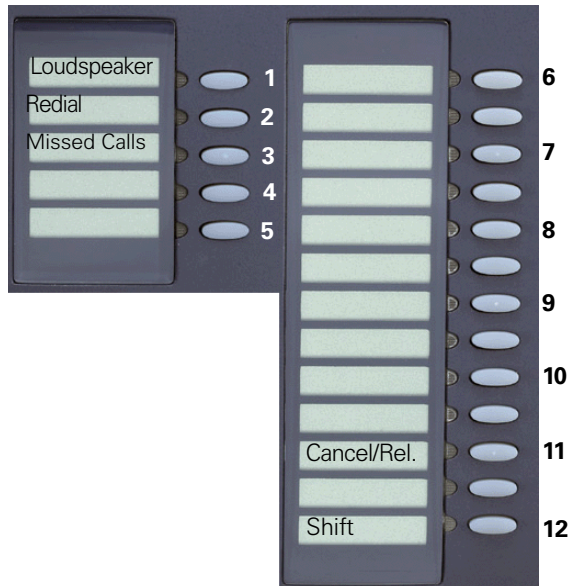
For example, if you want to enter the letter "R", press "7" three times as "R" is at the third position. For the letter "U", press "8" twice.



## Programmable Keys

optiPoint 410/420 economy/economy plus/standard S V6.0 is equipped with 12 function keys all of which are user-programmable on two levels (the "Stop/Escape" and "Shift" keys should be retained). Five of these keys are pre-assigned in the first level.

With the optiPoint 420 advance S V6.00 you also have the option of assigning a name to the key which will then be displayed automatically.



Function Key	Function
1	Switch loudspeaker of the base unit on/off.
2	Redial one of the last 20 numbers dialed.
3	Displays the last 20 missed calls and permits selection, editing and redial functions.
11	Cancel the current action.
12	Shift to the second key level.

Each feature key has a corresponding visual indicator (LED) to indicate the status of the feature.



# Control Keys

The control keys ⊖ and ⊕ are located to the left of the dialing keypad. Depending on the operating mode you can modify the following settings:

Mode	⊖ Key	⊕ Key
Incoming call	Reduce ring tone volume	Increase ring tone volume
Speakerphone (not with economy/economy plus)	Reduce loudspeaker volume on telephone	Increase loudspeaker volume on telephone
Handset-controlled call	Reduce loudspeaker volume on handset	Increase loudspeaker volume on handset
Setting using the configuration menu and "Audio Settings"	Adjust volume of loudspeaker, handset, key click and ring tone as well as ring tone sequence and melody (confirm with <input checked="" type="checkbox"/> )	

## Operating the Telephone with the Display

The optiPoint 410/420 economy/economy plus/standard S V6.0 offers all functions on the display in dialog menus which are independent of status. With the three dialog keys you can scroll through the individual functions, select the function you require and activate it. You can also assign enhanced functions to the keys such as destination numbers or shortcuts for certain actions.

You can set up a connection to a specified phone number by pressing the  key. Use the  key to edit and correct the phone number.

### Standard Telephone Functions



All the features described in this section are available regardless of whether you use a single-line or multiline telephone.

The keypad is used for dialing phone numbers. You can choose to dial a normal phone number (E.164 phone number) or a URL. The number of digits in an E.164 number and the log-on number for user mobility is restricted to 20 digits. Other numbers such as phone numbers to be dialed are restricted to 24 digits.

Dialing aids and enhanced functions can be activated using individually programmable function keys.

Examples of dialing aids and enhanced functions:

- Redial
- Selected dialing
- Repertory dialing
- Abbreviated dialing
- Handsfree operation
- Mute
- Last number redial

You can use dialog menus to perform most other actions. You can activate **Sylantro server** functions using the feature codes, which consist of an asterisk (\*) combined with a one or two-digit number.

### Multiline Functions

Some functions and features are only available to you if the administrator configured your telephone to support multiple lines. The following are some examples of special multiline telephone features:




- Line keys
- Manual hold
- Multiline priority
- Visual indicators for line key status






Most features are common to single-line and multiline telephones, but some features function in a slightly different manner depending on the telephone type. In this manual, these differences are described in the same section that describes single-line telephone features.

---

### Function Selection

A function is selected with the keys  or  and confirmed with the  key. The arrow icon (>) in the second line indicates that additional functions are available. In idle mode, there are no menu options available (no prompt).

At the end of the menu list the  key goes to the beginning of the list, and at the beginning of the list the  key goes to the end of the list.

When you select a function using the  key, you are led step by step through the call procedure until all parameters have been entered.

## Step by Step

### Incoming Calls

The Telephone rings giving the set call signal  
→ page 99.

If calling party information (name, number, or both) is transferred, it appears in the display.



If you are defining settings on the telephone when a call arrives, the process is paused. After the telephone conversation, the telephone automatically returns you to the point in the menu structure you were in before the call.

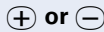
Refer to → page 53 for information to answer incoming pickup group calls.

### Answering a Call With the Handset

The telephone rings. The caller is displayed on the screen.



Lift the handset.



Set call volume. To raise or lower the volume, press the relevant key until the desired volume is set.

### Answering a Call Without the Headset (Speakerphone Mode)



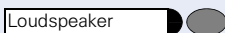
You can't use this function with optiPoint 410/420 economy/economy plus

The telephone rings. The caller is displayed on the screen.

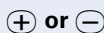


Confirm

or



Press key. LED lights up.  
Speakerphone mode.



Adjust volume. To raise or lower the volume, keep pressing the keys until the desired volume is set.

#### Notes on speakerphone mode:

- Tell the other party that you are using speakerphone mode.
- The speakerphone works best at a low receiving volume.

Step by Step

Loudspeaker

or

Cancel/Rel.

or

▶

Disconnect?

>


✓

Loudspeaker

and

Loudspeaker

- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).
- If the other party cannot hear you, please check with your service personnel whether your microphone was deactivated via the configuration settings.

 On multiline telephones, the line being signalled is automatically selected when you lift the handset. If more than one line is alerting, you are connected to the line that has been ringing the longest.


If you want to override the automatic selection, press the applicable line key before you go off-hook.

Ending a Call


Press key. LED goes out.

Press Cancel/Rel.

Select and confirm.

 If the call has been terminated by the other party, the message "Cleared" appears in the display.

Switching to Speakerphone Mode

 You can't use this function with optiPoint 410/420 economy/economy plus

**Prerequisite:** You are conducting a call with the handset.

Hold down the key while replacing the handset. Then release the key. Proceed with the call.

Country Options set to US

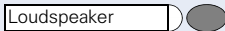
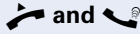
In case you have set the country options to US, you do not have to hold the loudspeaker key to switch to speakerphone mode while replacing the handset.

Press key.

Replace the handset and proceed with the call in speakerphone mode.



## Step by Step



### Switching to the Handset



You can't use this function with optiPoint 410/420 economy/economy plus

**Prerequisite:** You are conducting a call in speakerphone mode.

Lift the handset. Continue the call.

### Open Listening During the Call

You can allow other people in the room to join the telephone conversation. Inform the party at the other end of the line that you are switching to loudspeaker.

**Prerequisite:** You are conducting a call with the handset.

#### Activating this function:

Press key. LED lights up.

#### Deactivating this function:

Press key. LED goes out.

### Refusing a Call

You can refuse an incoming call. If the number of the caller is transmitted, it is stored in the Missed Calls list so you can call that person back at a later date.

Select "Refuse call" and confirm.

The display returns to the idle menu.

The person calling receives a negative response.

Step by Step

Answer call? > ☒

▶

Disconnect and return? > ☒

▶

Refuse call? > ☒

Second Call

If the "Call waiting" function is activated (→ page 70) and you are currently making a call, you can pick up another call. The caller hears the on-hook signal, you hear the call waiting signal.

Accepting a Waiting Call


You are conducting a call. A second call is indicated in the display and you hear a call waiting signal.

Confirm query.

You can talk with the second party.  
The connection with the first party is held.

Confirm to end the call and return to the first party. The first party connection is displayed again.


---

 To activate or deactivate the "Call waiting" function, see → page 70.

---

Refusing a Waiting Call

---

 On multiline telephones, incoming calls can only be refused via the prime line.

---

You can refuse a waiting call.

You hear the call waiting signal and the number of the waiting party is displayed.

Select "Refuse call" and confirm.

The waiting party receives notification of the refusal and the call with the first party is redisplayed.

The refused call is stored in the Missed Calls list.

Answering a Call On Another Line

If you are making a call on a multiline telephone, incoming calls on other lines are signalled by a line key.

The administrator can configure one of the following options for your telephone:

- No ring when active on the telephone
- An advisory tone (a quieter ring tone than usual) while you are conducting a call

## Step by Step

To answer a call on another line, you can press the line key that is alerting. The current call is automatically placed on hold. You can also refuse or deflect the call as described on → page 26.

## Holding a Call

You can use this function to put a current call on "hold" to prevent the party at the other end of the line from hearing an internal consultation for instance.



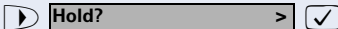
The "Hold" function must be activated by the administrator.



If you have a multiline telephone and proceed as described in this section, the held party can be picked up by any other multiline user with the same line key. If you do not want the held party to be picked up, you must put the party on "Consultation hold" → page 36.

## Using the Menu

**Prerequisite:** You are in the middle of a call.



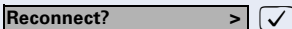
Select and confirm.

The call is placed on hold. The held party's number and the message "On Hold" appear on the display.

After a configurable time interval, a double tone signal reminds you that the party is still on hold and the message "Still on Hold" appears on the display.

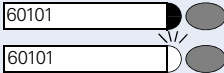


If the held line is displayed on one or two other multiline telephones, the double tone is signalled on all of these telephones.



Confirm this option to resume the held call. You may now either initiate a consultation call or terminate the call.

Step by Step



Using the Line Keys

If you have a multiline telephone, you can use the line keys to place calls on manual "hold".

**Prerequisite:** You are in the middle of a call.

Press the key associated with the line that is in use.

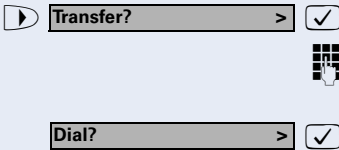
- The line key LED blinks.
- The line's LED indicates the hold status on all connected multiline telephones.
- Any user with an appearance of the held line can press that line key and retrieve the call from hold.

Manual hold cannot be used with a consultation hold or after a waiting call has been answered.

Transferring a Call

You can transfer your current call to another party with or without consultation.

Transferring without Consultation



Select and confirm.

Enter the telephone number of the party to whom the call is to be transferred.

Confirm.

The call is transferred with the message "Transferring" and the confirmation "Call transferred" to the second party. You can now replace the handset or dial a new number.

## Step by Step

▶ **Consultation?** > ☒



**Dial?** > ☒



▶ **Complete Transfer?** > ☒

## Transferring with Consultation

Proceed as follows to announce the transfer beforehand.

Select and confirm (see also → page 36).

Enter the telephone number of the party to whom the call is to be transferred.

Confirm.

Notify user of call transfer.


Select and confirm (you may also simply replace the handset to connect the parties).

The display indicates that the parties have been connected. Replace the handset.

Step by Step

Making Calls

You can enter a phone number with the handset off- or on-hook.

 If you have activated the function **Busy when dialing** (see → page 84), you cannot be interrupted by an incoming call. The caller hears busy tone.

Dialing Following Line Seizure

If you have a multiline telephone and want to make a call on a specific line, press the appropriate line key. If you do not do so, the telephone automatically selects an idle line.



Lift the handset.

Redial the last number.

 **Redial 72261496?** > ☒

Select and confirm. The number is dialed and the connection is set up.

or **Dial the number.**




Enter the phone number and

**Dial?** > ☒

Confirm.

or **Select name**

 **Please dial Name?** > ☒

Select and confirm.



Enter the party's URL (for entering text, see → page 187).

**Dial?** > ☒

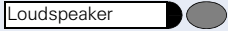
Confirm.

If the telephone is expecting input, you can also press a function key to which a dialing destination has been assigned, such as the Redial, Missed Calls key or a **redial** key. Refer to → page 42 for information about features that simplify dialing.

## Step by Step




or




### Dialing Before Line Seizure

Enter the phone number.

Confirm your entry.

Press the Loudspeaker key.

The number is dialed and the connection is set up.



If you are using a dial plan and have set **Hot-Key-pad** (see → page 83), dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.

### Using DTMF Tone Dialing

During a call, you can use DTMF tone dialing to operate answering machines, voice mailboxes, and so on. Depending on the dialing key pressed, different key sequences are sent out. The keys 0 - 9, the asterisk (\*) key, and the hash (#) key can be used.

Refer to the operating instructions for the answering machine, voice mailbox, or other device for the specific tones needed to operate it correctly.

## Step by Step

### Call Log

The Call Log menu contains four lists for:

- Missed calls
- Dialed calls
- Received calls
- Forwarded calls

The Call Log contains up to 20 of the last parties stored for the relevant list. The following call details are stored:

- Phone number/name depending on available data
- The number of call attempts from each user (max. 99)
- The date and time of the last call attempt from each user

To ensure that entries can be saved in the "Missed Calls" and "Received Calls" lists, the **Caller ID** must be **displayed** as a name, number or both.

This is not the case if:

- "No display" is set for "Call display" (→ page 72).
- The caller ID was not transferred.



Entries are only saved in the "**Forwarded calls**" list if the administrator has enabled the save function.

---



On multiline telephones only callers calling the prime line are logged in a missed calls list.

---



## Step by Step

▶ **02=Call Log?** > ☒

Select and confirm.

**1=Missed calls?** > ☒

Confirm.

or

▶ **2=Dialled calls?** > ☒

Select and confirm.

or

▶ **3=Received calls?** > ☒

Select and confirm.

or

▶ **4=Forwarded calls?** > ☒

Select and confirm.

The lists are sorted chronologically, with the most recent entry first.

You can scroll through the lists using the ◀ and ▶ keys. You can also use the letter keys to jump to the first entry that begins with the relevant character.

### Select entry

Select the entry you require from the relevant list.

▶ **3=543219876?** > ☒

For example, select the third entry and confirm.

### Display details

You can display details for the selected party.

▶ **2=Details?** > ☒

Select and confirm.

The display shows the date and time of the call. If the same call has been entered repeatedly, the date and time of the last call appear in the display.

Step by Step

▶  > ☒

▶  > ☒

Call party

Once you have selected the required party, you can proceed as follows to make the call.

Select and confirm.

Confirm - the call is connected.

▶  > ☒

Delete party from list

You can delete the selected party from the list if you no longer require the entry.

Select and confirm. The current entry has been deleted and the numbering of subsequent entries moves up in the list.

▶  > ☒

Delete all parties from list

You can delete the entire list for any entry. To do this, select the following option.

Select and confirm. All entries in the current list are deleted.

▶  > ☒

Select next/previous entry

If you have selected a party, you can use the following options to scroll to the next/previous party.

Select and confirm.


or

▶  > ☒

Select and confirm.

Press the "Cancel/Rel." key or select **0=End** to quit the Call Log.

## Step by Step



Missed Calls

### "Missed calls" Key

If the "Missed Calls" list contains new entries that have not yet been displayed, the LED for the "Missed calls" key blinks. While you are checking the list, the LED lights continuously. When you exit, the LED only blinks if a new missed call entry has not yet been accessed.

**Prerequisite:** The key has been configured (→ page 90).

Press key to display the "Missed Calls" list immediately (→ page 33).

### Redial Key

You can also use the redial key to display a list of the last 20 numbers dialed.

The last 20 numbers dialed are automatically stored, regardless of which line was used to place the call. If the dialed party was busy or did not answer, you can redial the number without having to re-enter the number for your next attempt. The number dialed last is the first one in the list.

**Prerequisite:** The key has been configured (→ page 90).




Repeat Dial

Press key to display the "Dialed calls" list immediately (→ page 33).

Step by Step

Consulting with a Second Party

-  If you have a multiline telephone, you can also use the manual hold feature to place the call on the active line on hold while you perform other actions → page 27.
- If you have placed a party on "consultation hold", you cannot initiate "manual hold".
  - If you are in the "manual hold" state, you cannot initiate a "consultation hold".

During a call, you can consult with a second party while placing the first party on "hold".

You can transfer the call which is on hold to the second party – even if the latter has not yet answered (see → page 29).

Introducing Consultation

**Prerequisite:** You are in the middle of a call.

Consultation? > 

Confirm

Please dial #? > 

Confirm.




Enter the number of the second party to be called.

Dial? > 

Confirm to dial the number.

The connection is set up and displayed.

-  You can terminate the dialing process with the Cancel key during input of the number and then return to the first party.

## Step by Step

Disconnect and return? > ☒

### Canceling Consultation Hold

#### If the other party does not pick up:

Confirm to disconnect the active connection.

You are reconnected with the first party.

Disconnect and return? > ☒

#### If the other party picks up:

Conduct your consultation.

Confirm in order to return to the first party.

You can alternate between the two parties → page 37,  
or set up a conference call → page 38.

### Alternating Between Two Parties

**Prerequisite:** You are conducting a consultation call  
(→ page 36).

▶ Alternate? > ☒

Select and confirm. You are reconnected with the first party.

▶ Alternate? > ☒

If necessary, choose "Alternate" and confirm. The second connection is displayed.


▶ Disconnect and return? > ☒

#### Canceling consultation hold

Select and confirm.

Step by Step

Conferencing

 You can't use this function with optiPoint 410/420 economy/economy plus

This feature is sometimes known as three-way calling.

**Prerequisite:** You are conducting a consultation call (→ page 36).

Introducing the Conference

**Prerequisite:** You are conducting a consultation call (→ page 36).

 **Create local Conf.?** > 

Select and confirm. The following appears in the display: "Creating local Conf."

"In Conference" appears on the display.

Ending the Conference

Changing back to single-line calls


 **Local Conf. disconnect?** > 

Confirm.

You are reconnected with the first party. The second party is placed on hold. You can now:

- alternate between the two parties;
- connect the two other parties (transfer);
- re-enter the conference call;
- terminate the active call – you are connected to the second party.

or **End both calls using the menu**

 **Clear both calls?** > 

Select and confirm. Both calls are terminated, and the display shows "**Cleared**". You can start a new call.

or **End both calls by hanging up**

**Prerequisite:** "Allow Join in conference" was **deactivated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). The display shows "**Cleared**". You can start a new call.

## Step by Step



### or **Connect the two other parties using the menu**

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.

Select and confirm. The display shows "**Transferring**" and then "**Calls joined**". You can start a new call.

### or **Connect the two other parties by hanging up**

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). The display shows "**Transferring**" and then "**Calls joined**". You can start a new call.


## Step by Step

### Centralized Conference

When centralized conference is established, it can only be handled as a unit, i.e. as a single call in its own right. No information on or control of individual calls is available.

Your system administrator can configure a function key with Conference to create a server based conference (→ page 90).

**Prerequisite:** You are conducting a consultation call (→ page 36).

Conference 

Press the conference key.

or

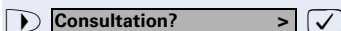


Select and confirm to create the conference.

"In Conference" appears on the display for all conference participants.



The first option is offered.



### Add a another second party to the conference

To add an additional consultation, select **consultation** to dial the second party (→ page 36)

The **conference** changes **On Hold**.

After the second party has answered you are able to:

- Alternate between single call and conference.  
Single call changes On Hold and conference becomes active or reversed.
- Disconnect the single call.  
Conference becomes active.
- Add the singel call to the conference.  
Converence integrates the single call and becomes active.

### Ending cetralized conference



Confirm to end the conference.



## Step by Step

## Recording a Call

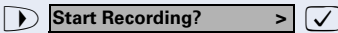
You can record important calls to be able to supply evidence about the exact wording of an order (e.g. for banking transactions).

**Prerequisite:** The connection to ASC Call Recording (EVOip) was entered at your telephone by the service personnel → page 85.

During a call either

press the **Record** key that was set up

or

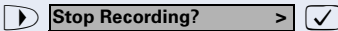


select and confirm. The recording is started, and the display shows "**Recording**" and the number of the other party. The other party is notified via an audio note that the call is being recorded (has to be set up by the service personnel).

## Stop Recording

Press the **Record** key

or



select and confirm. The recording is stopped.

The recording is also stopped if the call is terminated.

Searching for and replaying the calls can e.g. be done using the widely known ASC applications POWERplay, WEBplay, or INSTANT WEBplay.

Step by Step

Dialing Aids

The optiPoint 410/420 economy/economy plus/standard S V6.0 provides you with a number of dialing aids and memory functions to facilitate you in making calls and administering numbers.

Dialing with Selected Dialing Key

You can assign frequently dialed numbers to function keys (→ page 90). When you press one of the "selected dialing keys", the stored number is shown in the display, and you can set up a connection.

**Prerequisite:** The idle menu is displayed.

Frank Miller

Dial? > ☒

Press the assigned selected dialing key. The stored number or name is displayed.

Confirm the number; The connection is established.


## Step by Step

## Using Auto Dial Timer

Following expiry of a configurable delay interval, auto dialing occurs after the last dialed digit is entered. This can happen in the following circumstances:

- Dialing in idle mode
- Deflecting an incoming call
- Making a consultation call
- Transferring an answered call.

The delay time can be shortened as follows:

- Pressing the  key. This is applicable in all scenarios.
- Lifting the handset. This is only applicable after pre-dialing when the phone is idle or if the user has entered the digits for a consultation call and the handset is on hook.
- Pressing the Loudspeaker key. This is only applicable after pre-dialing when the phone is idle and the loudspeaker LED is off or if the user has entered the digits for a consultation call and the loudspeaker LED is off.



If an emergency number has been programmed by the administrator, the delay time for this number is reduced to 1 second.

The default setting for the delay time is 6 seconds. If necessary, you can change this value  
→ page 73.



The automatic dialing delay does not function if you are using a dial plan and have set **Hot-Key-pad** (see → page 83). Dialing takes place automatically as soon as the character string entered matches an entry in the dialing plan.

Step by Step

Using Abbreviated Dialing

To simplify the dialing process, you can call twelve abbreviated dial numbers. You can program a user number for each abbreviated dialing number → page 86.

Using Abbreviated Dialing to Make Calls

Press the Abbreviated Dialing function key.

The number for the abbreviated dial number 1 is displayed.

Scroll to the desired abbreviated dialing number and confirm.

or

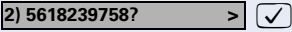
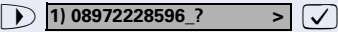


Enter the required single-digit abbreviated dialing number

Confirm.

Start the dialing process.

Storage locations for abbreviated dialing numbers that have not yet been programmed are displayed as "Not programmed".



## Step by Step

### Using Notebook Functions

If the last number dialed was busy, or if the called party has not picked up, or if you wish to note down the number of the remote user, then you can store the telephone number electronically and call it again at a suitable time (max. 24 alphanumeric characters). Both parties can store the number of the other party.

The notebook can also be used outside a call simply for recording a number to be recalled subsequently. In this case the currently stored number is displayed by default and can be edited using the cursor keys and keypad.

#### Storing a number

**Prerequisite:** You are conducting a call.

The current call is displayed.



Press the Notebook function key.



The other party's number is displayed. Confirm "Store" to store the number.

or



Enter another number of your choice and confirm.

"Entry stored" confirms that the number has been saved.

#### Calling a stored number

The idle display appears.



Press the Notebook function key.

The stored number is displayed.



Start the dialing process.

Step by Step

Using Repdial Keys

The **Repertory Dialing** function is similar to selected dialing. However, it can also incorporate dialing control functions at any point within the repertory dialing sequence. The Sylantro automatically detects whether the digits represent an IP address, a number, or a URL.

Control Function	Action During Dialing
OK <OK>	Any characters following this control function are sent immediately after the call has been answered, and are sent as DT-MF.
Pause <PA>	Waits 3 seconds before sending any characters following this control function.
Consultation <CS>	Establish a consultation call at this point.
Clear <CL>	Clear the current call at this point.

Procedure for programming **Repdial** keys, see  
→ page 92.

## Step by Step

09=Voice messages? >



1=Call message centre? >



Dial? >



2=Details? >



New: 3 Old: 1 >



New: 2 Old: 1 >



## Voice Messages

The "Messages" menu displays the number of voice messages that have been recorded in the mailbox.

Confirm.

If any messages are present, the number of messages is shown at the top right of the display.

For example, **3/1 (2/1)** means:

- 3 messages, 2 of which are new
- 1 old message

## Retrieving Messages

Select and confirm.

Confirm.

You are connected to the message center and can retrieve your messages.

## Viewing Message Details

You are in the "Messages" area.

Select and confirm.

This is displayed to indicate the number of new and old voice messages for instance.

This is displayed to indicate the number of new and old urgent messages for instance.

Use the and keys to toggle between "Voice Mail" and "Urgent Messages". Use the key to return to the main menu.

Step by Step




Deactivating the Ringer

If you do not want to be disturbed by an incoming call ringing, you can deactivate the ringer.

**Prerequisite:** A function key must be configured (see → page 90).

Press the Ringer off key.  
The LED is on.

 This setting remains in effect as long as the LED is on.



If there's an incoming call, the ringer sounds one time and then remains mute.

The Ringer off LED blinks.


To deactivate the function, press the "Ringer off" key again.



The LED goes out.

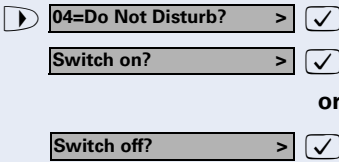
Activating Do Not Disturb

Another way of avoiding disruptive incoming calls is to activate the Do Not Disturb function. When this function is activated, your telephone will not ring for incoming calls. The caller will hear the busy tone.

 If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** Do Not Disturb must be permitted, otherwise the menu option will not be available (see → page 75).

Activating/Deactivating Do Not Disturb



Select and confirm.

Confirm. The new setting is displayed.

Confirm. The new setting is displayed.

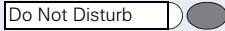
If the word "or" is blinking in the idle display, the message "Do not Disturb - set" is displayed.



## Step by Step

## Using a Key to Activate/Deactivate Do Not Disturb

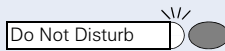
**Prerequisite:** A function key must be configured (see → page 90).



Press the Do Not Disturb key.  
The LED is on.

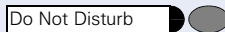


This setting remains in effect as long as the LED is on.



The Do Not Disturb LED blinks.

To deactivate the function, press the "Do Not Disturb" key again.



The LED goes out.



Do Not Disturb can also be switched on or off by pressing the Do Not Disturb key during a call.

## Step by Step

### Park-Service

#### Call Park

You can use the Park Service to park an active call on a park server. After the call has been parked, it is disconnected from your telephone and is available for pickup.

The call can be picked up by you or any other user from any other telephone.

#### Park Position

Park Service manages multiple parked calls simultaneously. Each parked call is identified by a park position. The park position is numerical and can consist of 1 to 24 digits.

The position is defined when the call is being parked. You, or another user, must re-enter the park position to retrieve the parked call. The park position must be unique amongst the positions being administered by the park service telephone.

The park position should not be a proper telephone number and is not therefore checked by the dial plan.

#### Invoking Park Service

The Park Service option is similar to an "unscreened call transfer" on a park server. This service should therefore be treated in the same way as a call transfer.

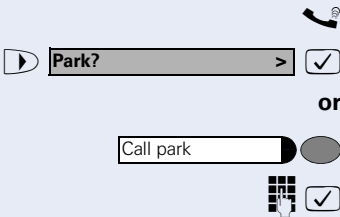
You can only invoke the Park Service option if you are conducting a call or if you have placed a call on hold. You cannot park a local or central conference call.

If you are using the two or four-line telephone menu when making calls, you can select Park Service from the telephone menu during a single call, when holding a call or during a consultation call.

You can also configure a function key as a park key. When you press the park key, the current or held call shown on the display is parked.

If you are using the optiPoint display module to make calls, you can invoke the Park Service option from the context menu.

## Step by Step



If you select the park option or press the park key, the telephone attempts to place the call on hold. If the call is placed on hold, you are prompted to enter a park position. Once you have confirmed your input or if auto dial time has elapsed, the call is parked and you will receive confirmation or an error message if the call was not successfully parked.

### Parking a Call

You are conducting a call or have placed a call on hold.

Select this menu item and confirm

Press key.

Enter park position and confirm.

The call is parked and the confirmation message "call parked" is displayed. Make a note of the park position.

### Call Park Pickup

You can only invoke Call Park Pickup if the telephone is in idle mode, you hear a dial tone when you seized the line, or you are conducting a single call.

If you are using the two or four-line telephone menu when making calls, you can select Call Park Pickup from the telephone menu in idle mode or during a single-line call. You can also configure a function key as a call park pickup key.


If you select the Call Park Pickup option or press the call park pickup key when in idle mode, you will be prompted to enter the relevant park position.

If you lift the handset for instance and hear a dial tone and then press the call park pickup key, you will be prompted to enter the relevant park position.

If you selected the Call Park Pickup option or pressed the call park pickup key during a single call, the current call is placed on hold and you are prompted to enter the relevant park position.


Once you have entered and confirmed the park position or the auto dial time has elapsed, the relevant call is picked up and you are connected to the previously parked party.

Step by Step




10=Call pickup?


>



or




Lift the handset.




Call pickup?


>




or

Call pickup







Picking up a Parked Call

Select this option in idle mode and confirm.

Lift the handset.

Select this menu item and confirm

Press key.

Enter park position and confirm.

The call is picked up and you are connected to the previously parked party.

## Step by Step

### Using Group Features

To help with handling certain types of calls, your telephone can be part of a pickup group, a hunt group, or both.

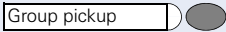
#### Call Pickup Groups

The administrator can combine several telephones to form a pickup group. If your telephone belongs to a pickup group, you can pick up calls for another group member. You can only belong to one pickup group at a time.

If you want another group member to handle a call, you can also ignore the call. After you do so, your telephone stops ringing and returns to idle state.

#### Answering a Pickup Group Call

If you hear a phone of your group ringing, you can pick up the call.



Group pickup

Press the Group Pickup key.

## Step by Step

### Surviveability

If a fallback system was set up for your Sylanro Server, you will still be able to use your telephone and the functions of the outage system in case of e.g. a power outage.

If your telephone has no connection to the Sylanro Server, it will automatically connect to the fallback system. The message "Temporary limited mode" is displayed.

While you are using the fallback system, some functions maybe **not** available.

### Hot- and Warmline Function

Your service personnel can set up a hot or warm line for your or a specific telephone.

If you pick up the receiver or press the loudspeaker key on this telephone, the preset number is dialled

- immediately in case of a hot line;
- after a preset period of time in case of a warm line.

Examples:

- The elevator telephone is set to immediately dial the front desk's telephone number.
- The telephone next to an in-patient's bed is set to dial the ward's telephone number after e.g. 1 minute if no other number is dialled.

## Multiline Telephone – Introduction

The following sections provide an overview of the concepts and features specific to your telephone if the administrator has configured it as a multiline phone — a telephone that supports more than one line.

Most features are common to single-line and multiline telephones, but some features function in a slightly different manner depending on the telephone type. In this manual, these differences are explained in more detail with the relevant function.

### Lines and Line Keys

A line is the representation of a valid SIP address of record (AoR) and the context for establishing SIP connections. Multiline telephones permit the connection of more than one line. The term "line key" refers to lines that are connected to more than telephone.

Although only one call at a time can be connected to the handset or loud-speaker, several calls may be assigned to the multiline telephone. These calls are either placed in a queue or signalled as incoming calls on the telephone.

Line keys are used to select different lines. Lines should not be assigned to the **Cancel** or **Shift** keys because these keys are required for other purposes. This means that each multiline telephone can have **up to ten line keys**.

You can use the LED associated with the line key to determine the state of the line—for example, ringing, hold, consultation. The LED shines, blinks, flickers or flickers weakly to indicate the relevant line status. For further information on line key status indications, see → page 198.

### Types of Lines

The following are the types of lines:

- **Private line:** A line that is only accessible to one telephone.
- **Shared line:** A line that is accessible to multiple telephones.
- **Direct Station line:** A line with a direct connection to another telephone.

The LED associated with the line key indicates the status of a call on the line regardless of whether the call is conducted on this particular multiline phone or on another multiline phone on which the shared line is also displayed. The LED associated with the **Direct Station Select** key indicates 3 different states (→ page 198).

### Line Types

The available lines can be used as described below. Regardless of the line usage, all of these lines can be either private or shared.

- **Prime line:** Every multiline telephone has one prime line. This line generally uses your public number, which means that you receive your incoming calls on this line. A prime line can be private or shared. Some features are only applicable to the prime line to ensure that conflicting feature settings between different multiline telephones on the same shared line cannot occur.
- **Secondary line:** Every multiline telephone can have additional lines, which are prime lines of other multiline telephones.
- **Phantom line:** The difference between a phantom line and other line types is that it is not the prime line on any telephone. Phantom lines are particularly useful for deflecting calls. The administrator can configure your prime line so that it switches to a phantom line if a second call is incoming. If you are speaking with a second party, this configuration allows you to hold, transfer or deflect the call.



## Lines

Basically every line in a multiline telephone functions as an individual telephone (except lines on **Direct Station Select key**) so that all features on "single-line" telephones can be transferred to each individual line. As soon as a line is active, the relevant details are displayed.

Although a multiline telephone supports simultaneous use of several lines, it functions in almost the same way as a single-line telephone. The difference with a multiline telephone is that the line is selected automatically.

With multiline telephones, however, you can also manually select the line using the line key that has been assigned to it. For an explanation of the line key status indication please see page → page 198.

## Line Seizure

A multiline telephone line is seized if the line key LED is lit, blinking or flickering and information about the line appears in the display.

You can change the mode as follows:

- Pressing a line key to seize the line.
- A line is seized with an incoming call.
- A line is free when it becomes idle or is put on hold manually.
- The multiline telephone selects another suitable line for seizure. If a suitable line is not available, a line is not seized.
- A line remains seized even when a connection is released following consultation.

All procedures that were initiated via the menu or the function keys refer to the line that is seized. All audio functions (for example when toggling between handset and speakerphone mode) apply to the active line.



If you have seized a secondary line, this line remains reserved for you to dial for a period of time programmed by administrator. During this time the line cannot be seized by another party whose telephone is also programmed to use the secondary line.

Step by Step

Using a Multiline Setup

Incoming Call (Ringer or Call Waiting Tone)

The optiPoint 410/420 economy/economy plus/standard S V6.0 rings with the set ring tone → page 99.

If information about the calling party is transferred (name, number or both), it appears on the display.



You can now lift the handset and talk with the person calling.



On multiline telephones, the line being signaled is automatically selected when you lift the handset. If more than one line is alerting, you are connected to the line that has been ringing the longest.

or



Confirm Answer call and then lift the handset or use the speakerphone.

or



Press the blinking line key before you lift the handset or before using the speakerphone.

Outgoing Calls

Off-hook dialing

Initiate a call by:

- Pressing a **free line key** on the multiline telephone
- Pressing the **Loudspeaker** key
- Lifting the **handset**

On-hook dialing

You can start entering the number immediately. The connection is established via the next available line.

## Step by Step

### Existing Connection

The following options are available when you answer a call on a line (see → page 58):

- Use the line in the same way as a single-line telephone.
- Place the line on hold manually.

### Using the line in the same way as a single-line telephone

#### Example:

**Consultation?** > ☒

If you have answered the call on one line, you can now use all of the functions that are available for a call on a single-line telephone:

- Place the call on consultation hold and pick it up on another phone
- Transfer the call (see → page 29)
- Consult with another party (see → page 36)
- Pick up a waiting call (see → page 26)
- Alternate between two calls (see → page 37)
- Join a conference call (see → page 38)

### Placing a call on hold manually

You can put an active call on hold using the line key.

Line  ☐

Press the illuminated line key.

**Holding?** > ☒

Confirm.

**Only** the two following options are available:

Line  ☐

- Press the line key to reconnect the call.

Line  ☐

- Press another line key to call another party for example.

Step by Step

Making Calls with Multiple Lines

Accepting a second call on the same line

While you are on a call, an incoming call is indicated by ringing or blinking on another line key.

Press blinking line key 2. The first line switches to "manual hold" mode and you are connected with the caller.

When you have finished the call on the second line, you can pick up the first call by pressing Line 1.



or



Press the relevant line key to put the current line on "manual hold". Details about the caller on the second line are displayed and you are prompted to answer this call.

When you have finished the call on the second line, you can pick up the first call by pressing the appropriate line key.

Incoming call on another line while dialing

You are dialing a number.

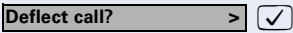
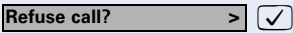
Another line key rings or blinks to indicate an incoming call.

You now have the following options:

- Press the key or confirm "Answer call" to accept the call – the line on which the number is being dialed is put on hold. Then:
  - Hold the call – you revert automatically to dialing.
  - End the call – you revert automatically to dialing.
- Refuse the call – you revert automatically to dialing.
- Deflect the call – you revert automatically to dialing.



or



## Step by Step

### Advanced Cancel Key Function

For multiline telephones, the **Cancel** key function applies to the relevant active connection.

Generally when the **Cancel** key is pressed, the call being conducted by the party is terminated. With the exception of the situations described below, the relevant line then becomes free.

- In consultation hold: the party is reconnected with the original party.
- When using the handset: the user hears the dial tone.

The following then applies:

- In the case of a simple connection between two parties: if one of the parties presses the **Cancel** key, the connection is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a holding party whose call has been put on hold presses **Cancel**, the call on hold is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a party that is calling another party, presses **Cancel** during the course of the outgoing call, the outgoing call is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).
- If a party presses **Cancel** during call waiting, the call is terminated and the line reverts to idle state (on-hook) and the dial tone is heard (off-hook).



An incoming call cannot be refused by pressing the **Cancel** key.

Step by Step

## Sylantro Functions

The Sylantro system supports a number of functions, which you can activate or deactivate via the telephone. With a multiline telephone each function relates to the prime line. The functions can also be invoked via opti-point display module call control → page 114.

### Using Call Forwarding

This section describes the call forwarding functions supported by the Sylantro. These functions can be called up using the feature code. You can also assign a frequently used function to a programmable key.

#### Call Forward on No Reply

The Sylantro function **Call Forward - No Reply** (CFNR) allows you to enter a feature code to forward calls to another number if the handset is not lifted after a certain number of rings (between 2 and 7). The administrator specifies the forwarding destination.

##### Switch on



Lift the handset.



To activate forwarding, enter the code, e.g. \*92 (consult the administrator) or the code and a number e.g. \*901234567..



Confirm.

##### Switch off



Lift the handset.



To deactivate forwarding, enter the code, e.g. \*91 (consult the administrator). You will hear a confirmation tone.

## Step by Step

## Unconditional Call Forwarding

The Sylantro function **unconditional call forwarding** allows you to enter a feature code to forward all incoming calls to another destination. You also specify the forwarding destination.

### Activating call forwarding

You can activate unconditional call forwarding as follows:



Lift the handset.



Enter the code, e.g. \*72 (consult the administrator) to activate **unconditional call forwarding** and a number e.g. \*901234567.



Confirm.

### Switch off call forwarding



Lift the handset.



Enter the code, e. g. \*73 (consult the administrator) to switch **unconditional call forwarding** off.

## Caller ID Suppression

### Activating Caller ID Suppression Temporarily for Next Call

If the administrator has permitted the transfer of your caller ID (default), you can override this setting for the next call as follows:



Lift the handset.



Enter the code, e.g. \*67 (consult the administrator).



Dial the destination you want to call.

The transfer of your caller ID is permitted again after this call.

Step by Step

Deactivating Caller ID Suppression Temporarily for Next Call

If the administrator has suppressed the transfer of your caller ID, you can override this setting for the next call:



Lift the handset.



Enter the code, e.g. \*67 (consult the administrator).



Wait until you hear the confirmation tone.



Dial the destination you want to call. Once you have finished the call, transfer of your caller ID is suppressed again for subsequent calls.

Using Speed Dialing

The speed dialing feature allows you to call up a centralized list of frequently dialed telephone numbers.

This feature lets you easily place calls to frequently-dialed numbers by dialing a speed dialing code.



Lift the handset.



Enter a speed dial code e. g. \*01 (range \*01 to \*20 for personal codes and range \*21 to \*49 for company codes).

The number is automatically dialed.



## Step by Step

## Using Repeat Dial

The function **Repeat Dial** allows you to establish a connection with the last number dialed or last incoming number .



Lift the handset.



Enter the code e. g. \*00 for last dialed number (consult the administrator for code).

or



Enter the code e. g. \*69 for last incoming number (consult the administrator for code).

The number is automatically dialed.

## Tracing a Call

You can generate an automatic call trace of the last call received. This is useful in response to malicious, harassing or nuisance calls.



Lift the handset.



Enter access code, e.g. \*57 (consult the administrator). You hear a confirmation tone and the phone number of the last call received is displayed.

## Direct call pickup

This feature lets the user retrieve a call that is ringing at another extension by dialing a code followed by the extension that is ringing.



Lift the handset.



Enter access code, e.g. \*53 (consult the administrator).

You picked up the call

Step by Step

# Customizing the Telephone

This chapter describes the settings for the optiPoint 410/420 economy/economy plus/standard S V6.0 - including the language used for menu guidance, date and time, dialing mode and audio settings for instance.

## Accessing the Setup Menu

All settings are performed in the "Setup" menu, which you can access as follows:

**Prerequisite:** The idle menu is displayed.

▶

05=Setup?

>

✓

▶

2=Configuration?

>

✓

▶

0=End?

>

✓


Select and confirm.

Select and confirm.

You will find an overview of the options here from → page 191.

Select and confirm to quit the menu.

As soon as you lift the handset, you exit the "05=Setup" menu automatically.

 All menus and menu items are preceded by a number. If you use the menu structure given at the end of this chapter, you can navigate within the menus faster by entering the numbers.

The sub-menus "2=Configuration" and "3=Local functions" in the "05=Setup" menu can be protected by a user password → page 87.

The individual menus are described in the following sections:

- Settings → page 67
- Configuration → page 67
- Local Function→ page 86
- Assigning Function Keys → page 90
- Audio Settings → page 97

## Step by Step

1=Settings? >



2=Configuration? >



01=Country options? >



2=DE? >



## Settings

The **Settings** menu is dynamic, i.e. it only appears with specific information on the status of the telephone, such as:

- Call forwarding active
- User status set

**Prerequisite:** You are in the "Setup" menu → page 66.

Confirm in order to view the details of the current status of the telephone.

## Configuration

You can use the **Configuration** menu to customize the settings on your optiPoint 410/420 economy/economy plus/standard S V6.0.



This menu can be protected using a user password → page 87.

**Prerequisite:** You are in the "Setup" menu → page 66.

Select and confirm.

You will find an overview of the options here from → page 191.

## Country Options

These settings adapt your telephone to country-specific characteristics (for example, the display format for the date and time of day or transfer-technical parameters).



The default screen for the display depends on the installed language package.

**Prerequisite:** You are in the "Configuration" menu → page 67.

Confirm

Select and confirm to configure the required country settings, such as Germany in our example.

Step by Step

▶

02=Language?

>

✓

▶

1=German?

>

✓

Language

Use this menu option to define the language for operator prompting.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm; the set language is displayed.  
Select language and confirm.

▮▮▮➡ If an optiPoint display module is connected, you are asked to **Restart** the telephone after a change of language so that the change of language setting can also be done for the optiPoint display module.

If the telephone goes back to idle mode without a confirmation of the **Restart**, the message "Restart required" blinks on the display and you have to **Restart** the telephone manually (→ page 103).

Date/Time

This function allows you to select one of three different display modes for the date and manually set the time of day.

▮▮▮➡ You must manually set the date and time of day if your telephone is not connected to an SNTP server.

Selecting the Display Mode

The currently configured format is shown on the display as the first option.

The following display modes are available:

Option	Example
1=DD.MM.YY	22.05.03
2=YY-MM-DD	03-05-22
3=MM/DD/YY	05/22/03

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.  
Select required display format and confirm.

▶

03=Date/time?

>

✓

▶

1=DD.MM.YY?

>

✓

## Step by Step

Day:20 Month:09 Year:05?>

Hour:15 Minute:10? >



Cancel/Rel.

or



07=Call duration? >



Switch on? >



or

Switch off? >



### Setting the Date and Time

After the display format is selected, the date field appears.

The field to be edited can be changed by using the and keys to scroll to the next or previous field.

Enter the proper digits using the keypad.

Confirm the entered date.



If the date and time is invalid, the phone beeps and the cursor returns to the first item in the entry field when you attempt to confirm the entry.

Press the Stop/Escape key to return to the "Configuration" menu without changing the setting.

### Call Duration

You can use this menu option to activate and deactivate the Call duration function.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 67.

Select and confirm.

Confirm. The call duration is displayed.

Confirm. Display is suppressed.

The new setting is displayed.

Step by Step

▶ 08=Call waiting? > ☒

Switch on? > ☒

or

Switch off? > ☒

▶ 09=Call transfer? > ☒


Switch on? > ☒

or

Switch off? > ☒

Call Waiting

You can use this option to enable call waiting during an active call.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.


Confirm. Second call is permitted.

Confirm. Second caller hears busy signal.

The new setting is displayed.

Call Transfer

Use this menu option to activate/deactivate the feature for deflecting a current call to another party.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.

Confirm. Call can be transferred.

Confirm. Call transfer not permitted.

The new setting is displayed.

## Step by Step

▶ 10=Call join? > ☒

Switch on? > ☒

or

Switch off? > ☒

### Call Join

You can use this menu option to activate or deactivate the feature for joining an active and a held call.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu → page 67.

Select and confirm.

Confirm. Call parties can join the call.

Confirm. Call join not permitted.

The new setting is displayed.

### Contrast

You can use this menu option to adjust the contrast of your display. There is a scale of 1 (low contrast) through 4 (high contrast).

**Prerequisite:** You are in the "Configuration" menu → page 67.

Select and confirm.

Select and confirm.

or

▶ 11=Contrast? > ☒

▶ 1=Display? > ☒

▶ 2=Key Labels? > ☒



1 to 9

Select and confirm.

Configure the contrast using

the control keys on the telephone or

the arrow keys or

the keypad keys.

00 ☒

Confirm the setting. The value for the new setting, for the display contrast for example, is displayed.

Step by Step

▶

12=Dialing mode?

>

☒

▶

1=Name?

>

☒

or

▶

02=Number?

>

☒

or.

▶

3=Name and Number?

>

☒

▶

1=Name?

>

☒

▶

2=Number?

>

☒

Dialing Mode

You can use this option to determine whether only a number or a number and a name can be entered when dialing a call destination.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.


- Select and confirm.
- Select and confirm. Alphanumeric input.
- or
- Select and confirm. Numeric input.
- or.
- Select and confirm for both options.
- Specify which input you prefer.
- Select alphanumeric input.
- Select numeric input.
- The new setting is displayed.

Call Display

This function allows you to define what kind of caller information (Calling Line Identification) is displayed for incoming calls.

- Possible options are:
- 1=Name
  - 2=Number
  - 4=No display
  - 5=Name and Number

If the appropriate data is not available, the next available ID is displayed.

 Please note that when you select the "No display" option, **no** "missed calls", "received calls" or "forwarded calls" are **saved** in the Missed Calls list (see → page 32).

▶

13=Call display?

>

☒

▶

1=Name?

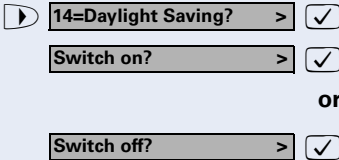
>

☒

- Prerequisite:** You are in the "Configuration" menu  
→ page 67.
- Select and confirm.
  - Select the required option and confirm. The new setting is displayed.



## Step by Step



### Daylight Saving

You can use this function to stipulate that the clock on your telephone switches to summertime and winter-time automatically.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.

Confirm. Daylight saving activated.

or

Confirm. Daylight saving deactivated.

The new setting is displayed.

### Auto Dial Timer

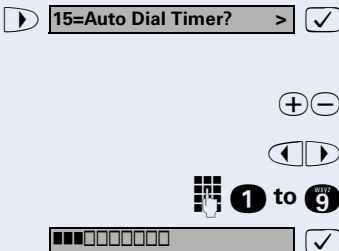
You can use this menu option to specify the time delay following input of the phone number before the phone automatically dials the number without you having to press the key.

The valid range is 1 (automatic dialing after 1 second) to 9 (automatic dialing after 9 seconds).



This does not affect automatic dialing of the designated emergency number.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.



Select and confirm.

Configure the number of seconds using  
the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The value for the new setting is displayed.

Step by Step

Hold Ringback Timer

Use the option **Hold Ringback Timer** to change the time after which you are reminded that you still have a call on hold.

The minimum value is 3, which provides ringback after 3 minutes. The maximum value is 15, which provides ringback after 15 minutes.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.


Select and confirm. The current time is displayed.  
Configure the number of minutes using  
the control keys on the telephone or  
the arrow keys or  
the keypad keys.

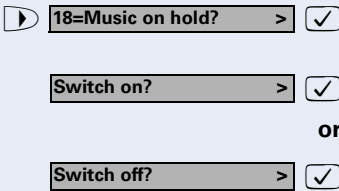
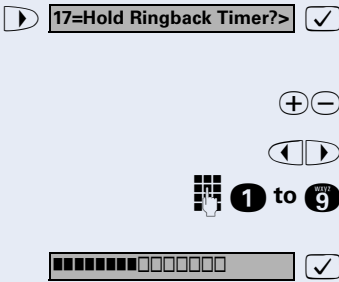
Confirm the setting. The value for the new setting is displayed.

Music On Hold

You can use this option to activate and deactivate the music that a caller hears when put on hold.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

 This menu option is only available if it has been activated by the administrator.



Select and confirm.  
Confirm.  
or  
Confirm.  
The new setting is displayed.

## Step by Step

### Do Not Disturb

You can use this option to permit or prohibit the user from activating the Do Not Disturb feature. If Do Not Disturb is deactivated, the "04=Do Not Disturb" option is not available on the telephone.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

▶ 19=Do Not Disturb? > ☒

Switch on? > ☒

or

Switch off? > ☒

Select and confirm.

Confirm.

Confirm.

The new setting is displayed.

### Message Waiting

You can use this option to activate and deactivate the "Message Waiting" function.



This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

▶ 20=Message Waiting? > ☒

Switch on? > ☒

or

Switch off? > ☒

Select and confirm.

Confirm.

Confirm.

The new setting is displayed.

Step by Step

Hold Ringback

You can use this option to activate and deactivate the Hold Ringback function, which reminds you that a call is still being held.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

▶

21=Hold Ring Back? >

✓

Switch on? >

✓

or

Switch off? >

✓

Select and confirm.


Confirm.

Confirm.

The new setting is displayed.

Local Conferencing

This option permits and/or prohibits use of the "Local Conferencing" function. The conference is initiated as a "three-party conference" from a consultation call.

 This menu option is only available if it has been activated by the administrator.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

▶

23=Local Conferencing? >

✓

Switch on? >

✓

or

Switch off? >

✓

Select and confirm.

Confirm. Local conferencing can be established.

Confirm. Local conferencing is not available.

The new setting is displayed.

## Step by Step

### Auto Answer

You can use this option to activate and deactivate automatic call answering for CTI applications.

When you dial a number using the CTI application while "Auto Answer" is activated, the telephone automatically switches to handsfree mode. If "Auto Answer" is deactivated, the telephone will ring first and you must then press the loudspeaker key or lift the handset to dial the number and set up the connection to the other station.



This menu option is only available if it has been activated by the administrator.

If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** You are in the "Configuration" menu → page 67.

▶ **32=Auto answer?** > ☒

**Switch on?** > ☒

Select and confirm.

Confirm. The new setting is displayed.

### Beep on Auto Answer

Use this option to specify whether you hear a beep when a call is automatically answered.

**Prerequisite:** You are in the "Configuration" menu → page 67.

▶ **33=Beep on auto answer?>** ☒

**Switch on?** > ☒

Select and confirm.

Confirm. The new setting is displayed.

### Auto Reconnect

You can use this option to activate and deactivate the options for placing a call on hold and for retrieving it again using both a CTI application and the telephone.



This menu option is only available if it has been activated by the administrator.

If you have a multiline telephone, this function is only available for the prime line.

**Prerequisite:** You are in the "Configuration" menu → page 67.

▶ **34=Auto Reconnect?** > ☒

Select and confirm.

Step by Step

Switch on? >

☒

▶ 35=Auto Reconnect Beep? >

☒

Switch on? >

☒

▶ 36=Idle display static? >

☒

1=Cycle/Flash? >

☒

or

▶ 2=Static? >

☒

▶ 38=Inactivity timeout? >

☒

1=No timeout? >

☒

or

▶ 2=30 seconds? >

☒

Confirm. The new setting is displayed.

Beep on Auto Reconnect

You can use this option to specify whether you will hear a beep when a call is automatically reconnected.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.

Confirm. The new setting is displayed.

Idle State Options

System messages are displayed in the fourth line of the optiPoint 410/420 economy/economy plus/standard S V6.0.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.

Confirm. If multiple messages are received, they are displayed alternately.

Select and confirm. The message with the highest priority is displayed even if multiple messages have been received. If there are several messages, a plus sign is visible behind the current message. You can switch between messages using the plus/minus key.

Inactivity Timeout

Use the timeout setting to specify the period of inactivity after which the telephone will automatically revert to the idle state.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm.

Confirm.

Select and confirm.

## Step by Step

or



3=1 minute?



Select and confirm.

or



4=2 minutes?



Select and confirm.

or



5=5 minutes?



Select and confirm.

or



6=10 minutes?



Select and confirm.

or



7=15 minutes?



Select and confirm.

## Display Module Call View

This function is only available if an optiPoint 410 display module has been connected to your optiPoint 410/420 standard. You can use this option to specify whether call view is on the telephone display or on the optiPoint display module following a system restart.

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.



39=DSM call view?



Select and confirm.

Switch on?



Confirm. Call view appears on the optiPoint display module.

or

Switch off?



Confirm. Call view appears on the telephone display.  
The new setting is displayed.

Step by Step

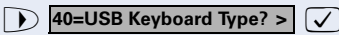
USB Keyboard Type

You can use this option to specify the language for an external USB keyboard.

The following languages are available:

- 1=English
- 2=English US
- 3=German
- 4=Spanish
- 5=Italian
- 6=French

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.



Select and confirm. The set language is displayed, e.g. US.



Select the required language and confirm your selection. The new setting is displayed.



## Step by Step

▶ 44=Line settings? > ☒

▶ 02=1234567890? > ☒

▶ 1=Show in overview? > ☒

Switch on? > ☒

or

Switch off? > ☒

▶ 2=Position in overview? > ☒



## Line Settings

This option can only be selected if line keys have been configured (multiline).

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

Select and confirm. The name of the first line is displayed.

Select the lined to be **configured**.

### Activate/Deactivate "Show in Overview" for Multiline optiPoint display module

Specify here whether or not the individual line should be shown in the multiline overview optiPoint display module (→ page 148) (only with optiPoint 410/420 standard S V6.0).

Select and confirm.

Confirm. The line appears in the overview.

Confirm. Line display is suppressed.

The new setting is displayed.

### Position of Line in Multiline Overview Display Module

Specify the position of the selected line in the multiline overview optiPoint display module (→ page 148) (only with optiPoint 410/420 standard S V6.0).

Select and confirm.

Enter the required value for the position and confirm your entry.

The set position is displayed.

### Showing Line Status in Call Information Box

Specify here whether or not the selected line's status should be shown in a call information box in the optiPoint display module call view (only with optiPoint 410/420 standard S V6.0).

Step by Step

▶ 3=Show interline state? > ☒

Select and confirm.

Switch on? > ☒

Confirm. Status is shown when call information box is displayed.

or

Switch off? > ☒

Confirm. Status is suppressed.  
The new setting is displayed.

Displaying Icons Instead of Text

If an icon is to be displayed on the optiPoint display module instead of message text such as "missed calls" for example, then activate this option (only with optiPoint 410/420 standard S V6.0).

**Prerequisite:** You are in the "Configuration" menu  
→ page 67.

▶ 45=Call view icons? > ☒

Select and confirm.

Switch on? > ☒

Confirm. Icons appear on the optiPoint display module.

or

Switch off? > ☒

Confirm. Text appears on the optiPoint display module.  
The new setting is displayed.

Parking and Picking Up Parked Calls

These functions allow users to park a call on a server that supports call parking and/or pick up calls parked on this server. These options are only available if they have been activated by the administrator.

Open the "Configuration" menu (see → page 67).

Switching Call Park On and Off

▶ 46=Call park? > ☒

Select and confirm.

Switch on? > ☒

Confirm. It is possible to park calls.

or

Switch off? > ☒

Confirm. It is not possible to park calls.  
The new setting is displayed.

## Step by Step

▶ 47=Call Park Pickup? > ☒

Switch on? > ☒

or.

Switch off? > ☒

### Switching Call Park Pickup On and Off

Select and confirm.

Confirm. It is possible to pick up parked calls.

Confirm. It is not possible to pick up parked calls.

The new setting is displayed.

### Options for on-hook dialing

You should only change this function if you are using a dial plan (programmed by administrator). If the function is activated, you have the choice of two settings:

- Context
- Hot-Keypad

**Context** is the default setting. When on-hook dialing with this setting you must either confirm the option "Dial", press the loudspeaker key or wait until the Auto Dial Timer has timed out in order to set up the connection. If **Hot-Keypad** has been set, dialing takes place automatically as soon as the character string entered matches an entry in the dial plan.

Using the "Configuration" menu (see → page 67).

#### Context

▶ 48=Idle dialing mode? > ☒

1=Context? > ☒

Select and confirm.

Confirm.

or

▶ 2=Hot-keypad? > ☒

#### Hot-Keypad

Select and confirm.

Step by Step

Activating/deactivating callback  
(not Sylantro)

If the other party is busy, you can place a request for callback. Callback is a HiPath 8000 function and has to be programmed by the administrator. You are requested to confirm callback if "Busy" appears on the display. The respective callback function can be activated or deactivated.

Using the "Configuration" menu (see → page 67).

▶ 49=Callback-busy? > ☒

Select and confirm.

Switch on? > ☒

Confirm in order to activate.

or

Switch off? > ☒

Select and confirm in order to deactivate.

Suppressing message about missed calls

If this function is activated, calls which have been missed are indicated on the display of the telephone in idle mode. If the function has been deactivated, new calls which have been missed are indicated only by the blinking of the relevant function key. This function does not apply to an **optiPoint display module** which is in use with your telephone.

▶ 51=Idle missed calls? > ☒

Select and confirm.

Switch on? > ☒

Confirm in order to activate

or

Switch off? > ☒

Select and confirm in order to deactivate.

Rejecting a call during dialing

If this function is activated, any calls which you receive while dialing will be rejected. The caller receives busy tone.

▶ 52=Busy when dialing? > ☒

Select and confirm.

Switch on? > ☒

Confirm in order to activate

or

Switch off? > ☒

Select and confirm in order to deactivate.

## Step by Step

▶ **53=Hangup while ringing?>** ☒

**Switch on? >** ☒

**or**

**Switch off? >** ☒

### Hangup while ringing

If this function is activated, you can hang up when transferring a call, although the called party has not answered yet.

Select and confirm.

Confirm in order to activate

Select and confirm in order to deactivate.

▶ **55=Call Recording? >** ☒

**Switch on? >** ☒

**bzw.**

**Switch off? >** ☒

### Call Recording

If this function is activated, you can start recording the current call → page 41. Your service personnel must have enabled activation and deactivation of this function by the user.

Select and confirm.


Confirm in order to activate.

Confirm in order to deactivate.

Step by Step

Local Functions

You can use the "Local Functions" menu to configure phone-based functions such as password definition or memory assignment for example.

 This menu can be protected using a user password → page 87.

**Prerequisite:** You are in the "Setup" menu → page 66.

Select and confirm. Enter a password if necessary.  
You will find an overview of the options from → page 191.

Abbreviated Dialing

You can use this option to program up to 12 abbreviated dialing entries.

**Prerequisite:** You are in the "Local Functions" menu → page 86.

Confirm.


Note the index of the current abbreviated dial entry is displayed to the left of the number itself. Entries that are not currently configured are shown as "Not programmed".

Scroll through the programmed entries.

Stop scrolling when the display indicates an entry that is not programmed and confirm.

Confirm.

or






or




Start entering digits immediately.

Use the arrow keys to select a different dialing mode before entering digits.

If the abbreviated number is already programmed and you press , these digits are moved to the third line in the display. When you enter the first digit, the original content is deleted and the new digit is displayed.

 3=Local functions? > 

1=Abbrev. dialing? > 

 1) 23456176? >

 5)Not programmed? > 

Program destination #? > 

## Step by Step

Program destination #? >



5) 0451524486? >

If you immediately enter digits using the keypad, the content is deleted and the first new digit entered is displayed.

Confirm to enter digits.

Enter digits

and confirm.

The stored number is displayed.

You may now use the arrow keys to browse or program other abbreviated numbers.

## User Password

You can use this option to modify or enter your user password. Your password will protect all your user-specific settings including the language settings.

**Prerequisite:** You are in the "Local Functions" menu  
→ page 86.



2=User password? >



Change? >



Select and confirm.

Confirm

Enter a new password (exactly 6 numbers) and confirm. The new password should be different from the default "000000".

Enter the password again and confirm. Correct entry acknowledged with "Password accepted".



The user password can also be changed remotely over the web server → page 174.

Step by Step

▶ 3=Lock Phone? > ✓

▶ 02=Lock Only? > ✓

▶ 4=Memory? > ✓


1=Clear abbrev List? > ✓

▶ Clear? > ✓

Lock Phone

You can use this option to lock your phone so that unauthorized persons cannot make calls from or change your user settings.

Emergency numbers and predefined numbers from the dialing plan can be dialed.

 The telephone can only be locked if you have defined a user password. The new password must be different from the default password "000000" → page 87.

**Prerequisite:** You are in the "Local Functions" menu → page 86.

Select and confirm.

Lock Only

Select and confirm. "Phone Locked" appears in the display.

If you now try to dial a number or open the menu, you are requested to enter the user password..

Clear Phone Lock

▶ Open the menu on the telephone. You will be asked for your User password. As soon as you enter your User password, the lock is cancelled.

Memory

You can use this option to clear abbreviated dialing numbers or to reset the phone to the factory default.

Clearing Abbreviated Dialing Numbers

You can use this option to clear all programmed abbreviated dialing numbers.

**Prerequisite:** You are in the "Local Functions" menu → page 86.

Select and confirm.

Confirm.

Select and confirm. All abbreviated dialing numbers have been cleared.



## Step by Step

### Resetting Memory to Factory Default Settings

You can use this option to reset the phone settings to the factory default values.



This menu option only resets user-configurable data. Settings made by the administrator are not changed.

Open the "Local Functions" menu → page 86.

▶ 4=Memory? > ☒

Select and confirm.

▶ 02=Delivery status? > ☒

Select and confirm.

▶ Clear? > ☒

Select and confirm. All user data has been reset to the factory default settings.

## Step by Step

### Assigning Function Keys

The optiPoint 410/420 economy/economy plus/standard S V6.0 features a number of functions which you can assign to function keys as required.

You will find an overview of the options from → page 191.

The optiPoint 410/420 economy/economy plus/standard S V6.0 is equipped with 12 function keys all of which are user-programmable on two levels.

Five of these keys are preassigned on the first level. These keys are listed and illustrated on → page 19. Even these five preassigned keys can be reprogrammed.



The possibility of programming a key may be blocked by your service personnel. In this case you get the message "Locked by administrator" if you try to assign a function to this key.

If possible, do not change the **Cancel** and **Shift** keys. These enable you to cancel procedures and/or program shifted keys.

The **optiPoint 420** or **optiPoint self labeling key module** provide an electronic self-labelling function for programming keys.

The programming procedure using the telephone menu is described below with examples. However, you can also program keys using the web interface (→ page 171).

Step by Step

▶ **05=Setup?** > ☒

▶ **4=Function keys?** > ☒

**1=Non shifted keys?** > ☒


☐

▶ **09=Mute?** > ☒

▶ **Continue?** > ☒

or

**Change?** ☒

 ☒

**Example 1: Assigning the Mute Function to a Function Key**

You would like to switch the microphone on or off while making a telephone call. This function should be assigned to one of the function keys.



Functions are only programmable on the first key level.

On the second level only numbers/names are programmable.

Select and confirm.

Select and confirm.

Confirm. You are prompted to press a key.

Press the function key to be programmed (the associated LED blinks).

Select and confirm.

When programming function keys on an **optiPoint 420** or **optiPoint self labeling key module**, the electronic labeling function **Label** is displayed with the following prompt:

Select and confirm to retain the preset label.

Confirm to adapt the electronic key labeling.

Enter or modify key label and confirm. The relevant key is labelled automatically.

The new function is assigned to the function key.

If you want to program another key (or key level of the same key), you can select the level again.



If you are using an optiPoint 410 note the function you have assigned to the key on the label card to identify it → page 200.

Step by Step

Example 2: Assigning Repertory Dialing to a Function Key

There are two ways of assigning the **Repertory dialing** function to a function key:

- Define a new key called **Repertory dialing** and enter the repertory dialing sequence.
- Edit the repertory dialing sequence of a **Repertory dialing** key that has already been programmed.

The **Repertory dialing** function is similar to the repertory dialing function, but it also allows you to enter dialing control functions at any point in the repertory dialing sequence. As with every function used to initiate an outgoing call, the line is dialed automatically where possible.

The digits are entered as text and automatically interpreted as one of the following address forms:

- Sequence of digits
- URL

Dialing control functions can be selected and inserted.

Control Function	Action During Dialing
OK <OK>	Any characters following this control function are sent immediately after the call has been answered, and are sent as DTMF.
Pause <PA>	Waits 3 seconds before sending any characters following this control function.
Consultation <CS>	Establish a consultation call at this point.
Clear <CL>	Clear the current call at this point.

The characters for representing the dialing control functions can be combined in the same repertory dialing sequence. However, there are restrictions with certain characters.

When processing the dialing string for **Repertory dialing** the data is interpreted in the same way as dialed digits. The rules for interpreting each character are determined by the current status of the telephone and the content of the **Repertory dialing** character string.

## Step by Step

- The **Clear** control function within a string causes each active call to be cleared down; any remaining characters are processed in a new context (normally "idle").
- The **Consult** control function within a string causes the current call to be held and the remaining characters to be interpreted as dialing digits.
- The **Pause** control function at the beginning of the string means that the string should only be sent as DTMF digits. If another call is not connected, this key is ignored. The length of the pause is then zero.
- The **Pause** control function after the dialing digits ensures that once the connection has been established, a wait time of at least three seconds will be set.
- The **Pause** control function after DTMF digits causes a wait time of at least three seconds plus 0.2 seconds for each digit sent in the previous block.
- If a string concludes with **OK**, the digits are sent without having to wait for the user to press OK or until a timeout occurs.

With the **Repertory dialing** function multiple function keys can each be programmed with a specific repertory dialing sequence.

▶ 05=Setup? > ✓

Select and confirm.

▶ 4=Function keys? > ✓

Select and confirm.

1=Non shifted keys? > ✓

Confirm. You are prompted to press a key.



Press the function key to be programmed (the associated LED blinks).

▶ 31=Repertory dialing? > ✓

Select and confirm.



Enter the selection sequence to be saved.

+ CL CS OK PA -

You can use the + and - keys to insert a function.




Confirm if the destination is complete.

Change? ✓


Confirm to adapt the electronic key labeling.

When programming function keys on an **optiPoint 420** or **optiPoint self labeling key module** the electronic labeling function Label is displayed with the following prompt:

Step by Step

☒

or





Continue?

>


☒

Selected dialing



☒


or



Program dest. Name?

>

☒

☒


Change?

☒

Enter or modify name or number and confirm. The relevant key is labelled automatically.

Select and confirm to retain the existing label.

The phone is now ready to dial with this function key in the programmed level.

 If you are using an optiPoint 410 write the number on the label card → page 200.

Example 3: Assigning a Number or Name to a Function Key

You can assign frequently dialed numbers to a function key. When you press the key, the stored telephone number is shown in the display, and you can set up the connection.

Select and confirm.

Select and confirm.

For programming the first level:

Confirm. You are prompted to press a key.

Press the function key to be programmed (the associated LED blinks).

Confirm.

Select and confirm.

Select and confirm.

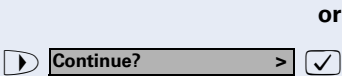
Enter the telephone number or name to be stored and confirm.

When programming function keys on an **optiPoint 420** or **optiPoint self labeling key module** the electronic labeling function **Label** is displayed with the following prompt:

Confirm to adapt the electronic key labeling.

Enter or modify name or number and confirm. The relevant key is labelled automatically.

## Step by Step



or

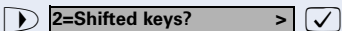
Select and confirm to keep the existing label.

The phone is now ready to dial with this function key in the programmed level.

If you want to program another key (or key level of the same key), you can select the level again.



If you are using an optiPoint 410 write the function that you have assigned to the key on the label card to identify it → page 200.



### For programming the second level:

Confirm. You are prompted to press a key.



On the second level, only phone numbers and names, including **repertory dialing** can be programmed.



Press the function key to be programmed (the associated LED blinks).



Confirm.



Select and confirm.

or

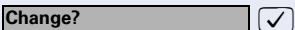


Select and confirm.



Enter the telephone number or name to be stored and confirm.

When programming function keys on an **optiPoint 420** or **optiPoint self labeling key module** the electronic labeling function **Label** is displayed with the following prompt:

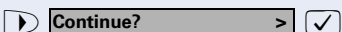


Confirm to adapt the electronic key labeling.



Enter or modify name or number and confirm. The relevant key is labelled automatically.

or




Select and confirm to keep the existing label.

The phone is now ready to dial with this function key in the programmed level.

If you want to program another key (or key level of the same key), you can select the level again.

Step by Step

 If you are using an optiPoint 410 write the function that you have assigned to the key on the label card to identify it → page 200.

Using Function Keys

You can call the programmed functions depending on the current status of the telephone. The corresponding display appears after a function key has been pressed.

Example 1: Activating the Notebook function

**Prerequisite:** The Idle menu or an active call is displayed.



Press the Notebook function key.



Enter the number to be stored and confirm

or



Confirm.

Storage of the number is confirmed with "Entry stored".

Example 2: Switching off the ringer for incoming calls on the telephone



Press the Ringer off function key.

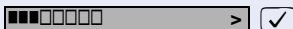
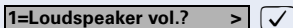


The Ringer off LED lights up.

The ringer is deactivated. In the event of an incoming call, the LED blinks instead.



## Step by Step



## Audio Settings

Use this menu to adjust the volume of the ringer tone with which your telephone signals incoming calls, the volume of the loudspeaker and the handset volume, and set the room acoustics for handsfree talking.

**Prerequisite:** You are in the "Setup" menu → page 66.

Select and confirm.

You will find an overview of the options from → page 191.

## Loudspeaker Volume

### In Idle Mode

Adjust the volume of the loudspeaker, the handset loudspeaker, and the ringer tone when the telephone is in idle mode. The lowest loudspeaker volume is 1 and the highest volume is 8.

Open the Audio Settings menu (see above).

**Prerequisite:** You are in the "Audio Settings" menu → page 97.

Confirm. The current volume is displayed.

The value can be increased or reduced by using either the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The new setting is displayed as a value.

### During a Call

You can adjust the volume of the loudspeaker, or the handset loudspeaker using the  $\oplus$  and  $\ominus$  keys during a phone call. Then press the  $\checkmark$  key to save the setting. Otherwise the setting will only apply to the current call. The "Loudspeaker volume" menu disappears after five seconds if you do not make any entries.

Step by Step

▶ 2=Ringer vol.? > ✓

▶ 10=Line Specific Ringer? > ✓

▶ 2=Change? > ✓



▶ 2=Volume? > ✓

 1 to 5

> ✓

Ringer Volume

**Prerequisite:** You are in the "Audio Settings" menu  
→ page 97.

In Case of a SingleLine Telephone

Select and confirm. The current ringer volume is displayed.

In Case of a MultiLine Telephone

You can set the ringer volume individually for every line set up.

Select and confirm.

Select and confirm.

Press the desired line key. The number or name of the line and the current ringer volume setting are displayed.

Select and confirm. The current ringer volume setting are displayed.

Setting




The lowest ringer volume is 1 and the highest volume is 5. The value can be increased or reduced by using either

the control keys on the telephone or

the arrow keys or

the keypad keys.

During an Incoming Call

When your telephone rings at an incoming call, you can vary the volume of the ringer tone by means of the keys  and . Then press the  key to save the setting. Otherwise the setting will only apply to the current telephone call.

The "Ringer volume" menu disappears after five seconds if you do not make any entries.

## Step by Step

▶ **3=Ringer?** > ☒

▶ **10=Line Specific Ringer?** > ☒

▶ **2=Change?** > ☒

☐

▶ **1=Ringer?** > ☒

**Melody 2** **Tone sequ. 1** ▶

 **1** to **5**

**Melody 3** **Tone sequ. 2** ☒

## Ringer

**Prerequisite:** You are in the "Audio Settings" menu  
→ page 97.

### In Case of a SingleLine Telephone

Select and confirm. The current setting is displayed.

### In Case of a MultiLine Telephone

You can set the ringer (tone sequence and melody) individually for every line set up.

Select and confirm.

Select and confirm.

Press the desired line key. The number or name of the line and the current ringer setting are displayed.

Select and confirm.

## Setting

The tone sequence can be varied in 3 steps, the melody in 8 steps. During programming you may switch between the tone sequence and melody input fields using the arrow keys ◀ and ▶.

Use the arrow keys to select the input field for melody or tone sequence.

Use the keys 1-5 on the keypad to change the values as required.

Confirm to change. The new setting is displayed.

Step by Step

▶

10=Line Specific Ringer? >

✓

!=Reset All? >

✓

▶

2=Change? >

✓

▶

3=Reset? >

✓

▶

05=Handset vol.? >

✓

+

-

◀

▶

1 to 8

■■■■■■■■

>

✓

Resetting Ringer Settings

In case of a MultiLine telephone you can reset the ringer (tone sequence and melody) and volume to the factory default either individually or for all lines set up.

**Prerequisite:** You are in the "Audio Settings" menu  
→ page 97.

Select and confirm.

For all Lines

Confirm. All settings are reset.

For a Specific Line

**Prerequisite:** You have previously selected a setting different from the factory default for this line.

Select and confirm.

Press the desired line key. The number or name of the line and the current setting are displayed.

Select and confirm. The setting is reset to the factory default.

Handset Volume

You can adjust the handset volume as follows:

**Prerequisite:** You are in the "Audio Settings"  
→ page 97.

Select and confirm. The current setting is displayed.

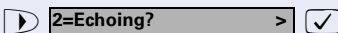
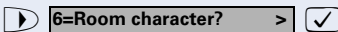
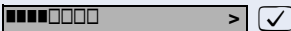
The value can be increased or reduced by using either the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The new setting is displayed as a value.

## Step by Step



## Headset Volume



optiPoint 410/420 economy does not have a headset interface.

You can adjust the volume of the headset loudspeaker as follows:

**Prerequisite:** You are in the "Audio Settings" → page 97 menu.

Select and confirm. The current setting is displayed.

The value can be increased or reduced by using either the control keys on the telephone or

the arrow keys or

the keypad keys.

Confirm the setting. The new setting is displayed as a value.

## Room Acoustics

The room acoustics for the handsfree talking equipment can be adapted to the room conditions with this setting. Settings for normal, echoing or muffled rooms are available for selection.

**Prerequisite:** You are in the "Audio Settings" → page 97 menu.

Select and confirm. The current setting is displayed, for example "Normal".

Select and confirm another setting. The new setting is displayed

## Setting Room Character During a Call

If you are talking in "handsfree" mode (not with optiPoint 410/420 economy/economy plus), you can only adjust the room character only if you have assigned the functions "2=Echoing" and "3=Muffled" to function keys. Please read the section "Using Function Keys Menu" in the chapter "Customizing the Telephone" on → page 90.

Step by Step



Please note that the setting for room acoustics is reset to "1=Normal" if you deactivate the function keys "2=Echoing" or "3=Muffled".

Key Clicks

You can decide whether or not to have key clicks to provide feedback when a key has been pressed. Three volume levels are available and can be adjusted as indicated below.

Key clicks are only audible when the phone is in a call state. You do not hear key clicks when you configuring the telephone.

**Prerequisite:** You are in the "Audio Settings" → page 97 menu.

- Select and confirm. The current setting is displayed.
- You can increase or decrease this value with:
  - the control keys on the telephone or
  - the arrow keys or
  - the keypad keys.

Confirm the setting. The new setting is displayed as a value.

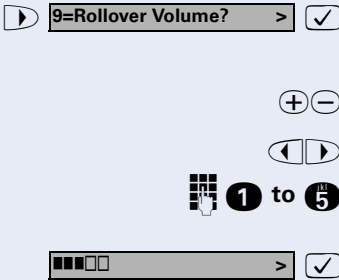
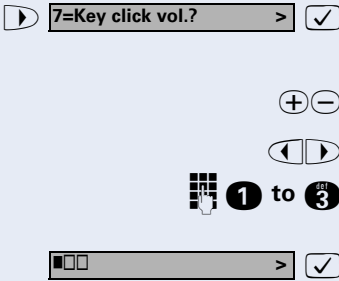
Rollover Volume

You can adapt the volume for rollover as follows:

**Prerequisite:** You are in the "Audio Settings" menu → page 97.

- Select and confirm. The current setting is displayed.
- You can increase or decrease this value with:
  - the control keys on the telephone, or
  - the arrow keys, or
  - the keypad keys.

Confirm the setting. The value of the new setting is displayed.



## Step by Step

## Restarting the Telephone


If an optiPoint display module is connected and you request a change of language (either through the language menu option or by changing from a mobility user to base user or vice versa), you are asked to **Restart** the telephone.



Press the keys one after the other. The Restart is executed after a few seconds.

Step by Step

# Operating the Telephone with the optiPoint display module

 The optiPoint display module can not be connected to the optiPoint 410/420 economy/economy plus

## Using the Display

To select the control elements on the display, use the stylus provided or a similar object that will not damage the display surface.

Please read the instructions on → page 168.

## Call View Start Display

**Prerequisite:** "Use DSM" is enabled (→ page 79) and the telephone is **not** locked (→ page 88).

When you connect the telephone for the first time or restart it a message appears prompting you to press the display to start Call Control. The idle display appears.

Press the Menu icon to see which menu options are available when the telephone is in the idle state.





## Step by Step

For further information, please refer to the section:

- Call Log → page 138
- Redial Last No. → page 137
- Do not disturb → page 142
- Ringer on → page 109
- Setup → page 170

## Swap Display

You should configure a key to enable you to quickly swap from the telephone display to the Display Module Call Control and vice versa (→ page 90).



Press the Swp Display key to swap displays quickly.

Step by Step

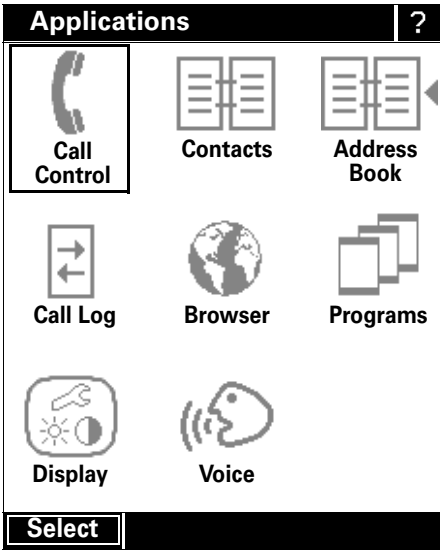
Applications Display



Press the Cancel icon in Call Control (→ page 104) if you want to cancel Call Control and use other applications.



Press the Home icon in Call Control (→ page 104) if you want to continue running Call Control in the background, but want to use other applications as well.



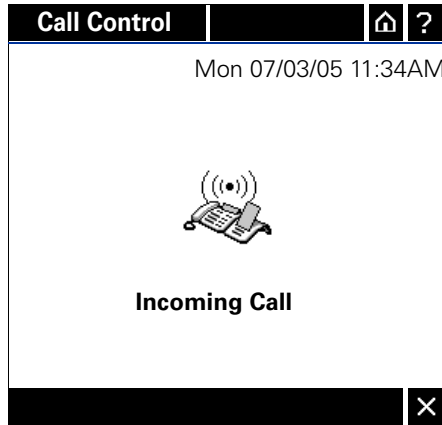
To return to Call Control, select the appropriate icon and then press the **Select** display key.

## Step by Step

### Incoming call

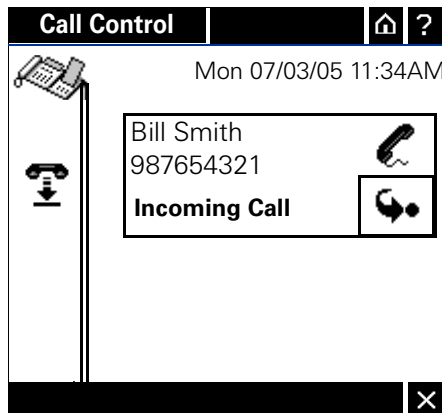
#### Incoming Call in Idle Mode

For incoming calls, you will hear the telephone ringing and see the display change as shown below.



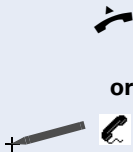
If you are in the process of making settings on the phone during a call → page 170, the display will change to Call Control.

A **Caller Box** is then opened and if the caller's telephone number is transferred it appears in the box.



Step by Step

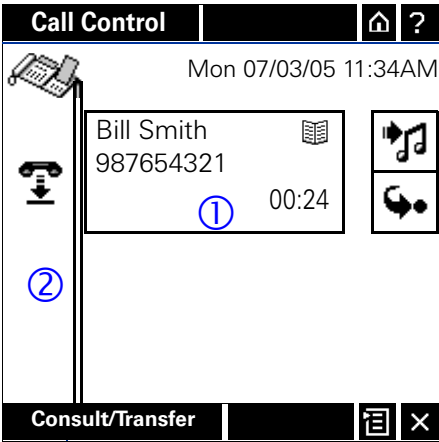
Answering a Call



You can now lift the handset to speak with the calling party

press the **Connection** icon in the **Caller Box** to answer the call.

The display changes and **Caller Box** ① appears closer to line ②.



Adding Callers to the "Contacts" Phone Book

When you answer a call, the caller ID is generally displayed (→ page 72). The caller ID can consist of the following transferred values:

- Phone number
- Name
- Phone number and name

You can use any of these details to create a new entry in the phone book.



Press the **Phone Book** icon in the **Caller Box** to open the phone book. Please refer to the operating instructions for the optiPoint display module for information on how to create entries in the phone book.

## Step by Step

### Reject Call

Additionally you can refuse an incoming call. This call is then stored in the list of "Missed Calls" (→ page 138) and you can initiate a callback at a later stage.



To reject a call, press the "Refuse" icon. The caller hears an appropriate message.

The telephone reverts to idle mode.

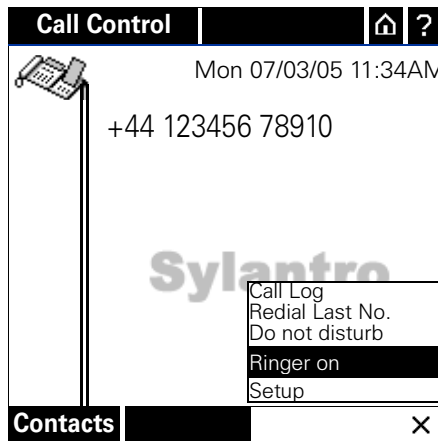
If forwarding has been set up, the call will be forwarded to the destination for Call forward on busy.

### Ringer

If you do not want to be disturbed by the ringing of an incoming call, you can deactivate the ringer.



If your telephone is in idle mode, select the option **Ringer on** or **Ringer Off** from the menu. You can also assign the on/off function to a function key (→ page 90).

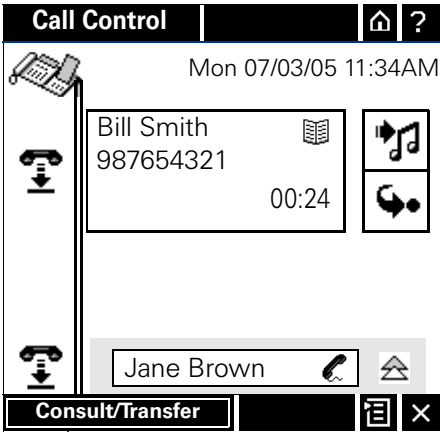


Step by Step

Second Call

You can answer a second incoming call while already on a call or while you are still dialing. The caller hears the ringing tone while you hear a call waiting tone.

Accepting a Waiting Call




During a call, a **call information box** (→ page 81) is displayed to notify you of a second caller.



Press the maximize icon to enlarge the call information box and obtain more information about the caller.

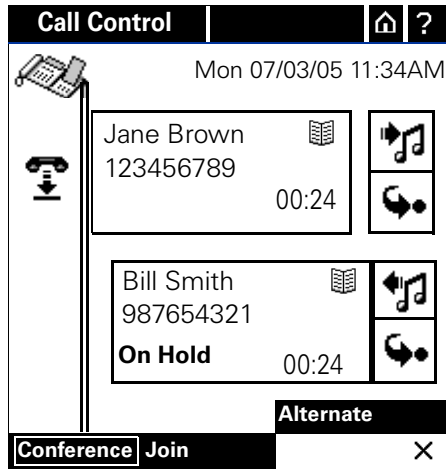


To answer the call, press the Connect icon in the Caller Box. You can also press the Loudspeaker key or lift the handset. The first call is put on hold and the second call is answered.

 If you are using speakerphone mode for the current call, press the Loudspeaker key to end it. You are then asked if you would like to resume the waiting call.

Lifting the handset does not affect the call status. You are not asked if you would like to resume the second call.

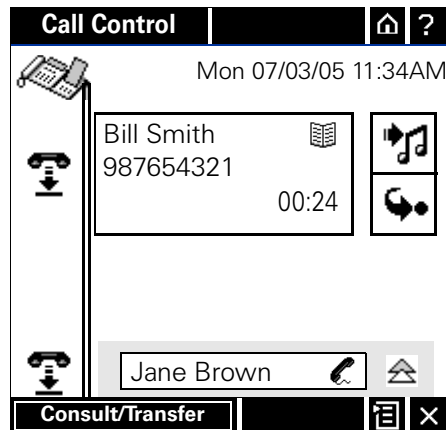
## Step by Step



You can now alternate between the two calls (→ page 129), join the two parties, initiate a conference with the two callers (→ page 131).

### Refusing a Waiting Call

If permitted by the administrator, you can also refuse a waiting call.



During a call, a call or while you are still dialing information box is displayed to notify you of a second call.

Step by Step

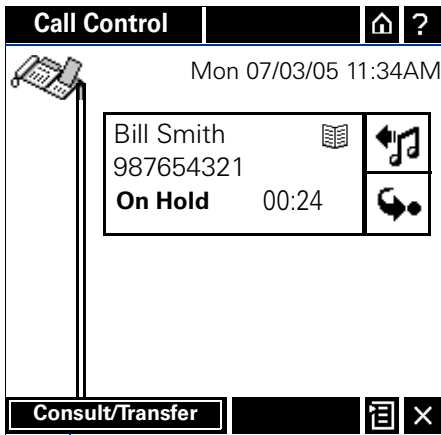


Press the maximize icon to enlarge the call information box and obtain more information about the caller.



Press the Clear icon to refuse the waiting call. The caller hears an appropriate message.

Placing a Call on Hold



You can use this function to place an active call on hold. The other party is informed that they are being placed on hold.


**Prerequisite:** You are in the middle of a call.



Press the Hold icon to place the call on hold. The Caller Box now appears further from the **Line**.



Press the Reconnect icon to reconnect the call. The Caller Box now appears closer to the **Line**.

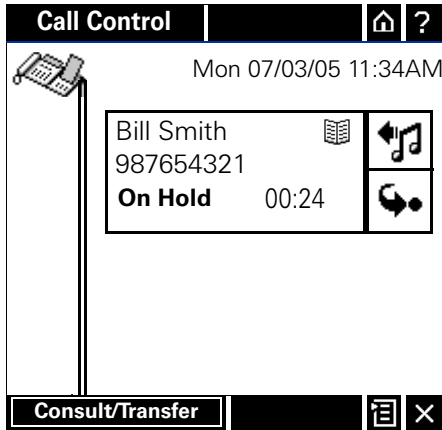
 You can place two calls on hold at the same time.



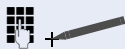
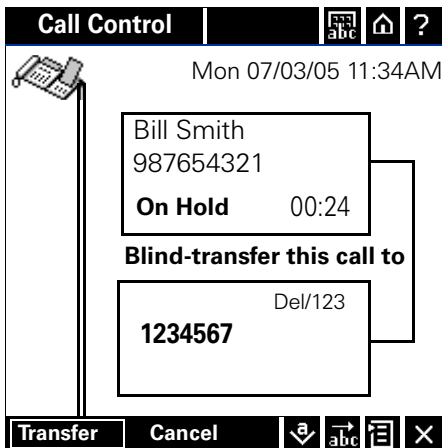
## Step by Step

### Transferring a Call

You can call another party and connect them with the current or held call party.



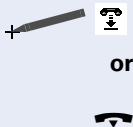
Press the "Blind Transfer" icon.



Enter the destination numbers and press the **Transfer** display key. You will be notified when transfer is complete. You can then replace the handset or redial.

To cancel the procedure before transfer is complete, press the **Cancel display key**.

Step by Step



Ending a Call

During a call you can use the following options to end the call immediately:

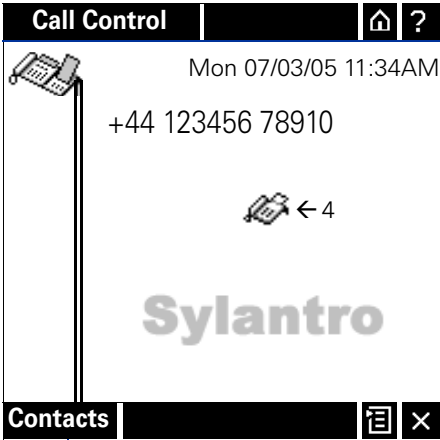
Press the "Clear" icon.

Replace the handset.

Displaying Missed Calls

If you do not answer a call, the call data is logged to the Missed Calls list.

The icon for missed calls and the number of missed calls only appears if entries have been stored in the list of missed calls (→ page 139).



Press the Missed Calls icon to open the list (→ page 139).

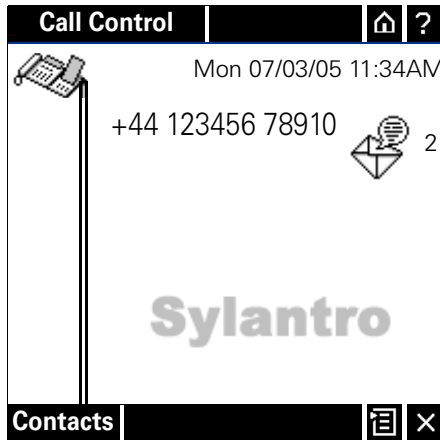


The icon is only displayed if the **Call view icons** option is activated, otherwise the appropriate text is displayed here. The function is deactivated by default. (→ page 82).

## Step by Step

### Voice Messages

If you have received voice messages, an icon to this effect appears on the idle display. The icon also indicates the number of messages to be displayed. This function is only available if the administrator has configured a server address for voice messages.



Press the icon for voice messages to call up the mail system and to display the voice messages.




The icon is only displayed if the **Call view icons** option is activated, otherwise the appropriate text is displayed here. The function is deactivated by default. (→ page 82).

Step by Step

# Making Calls

You can dial a telephone number both on and off-hook.

 If you have activated the function **Busy when dialing** (see → page 84), you cannot be interrupted by an incoming call. The caller hears busy tone.

## Off-Hook Dialing

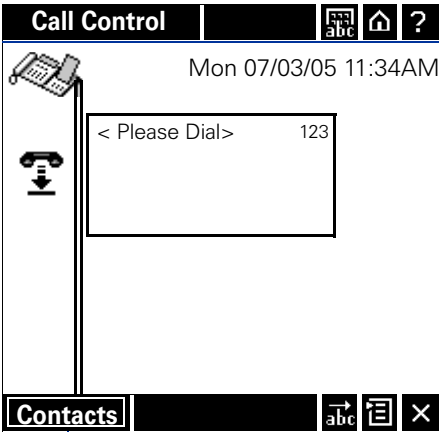


Lift the handset.

or



Press.




Enter a phone number using the keypad.

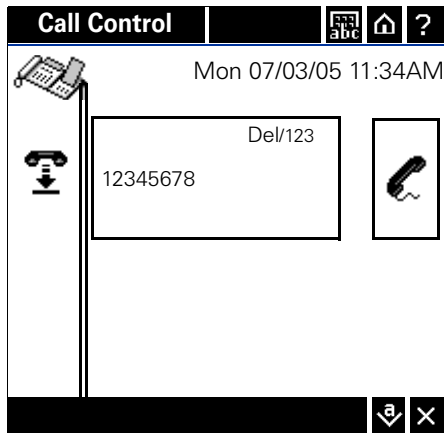
or



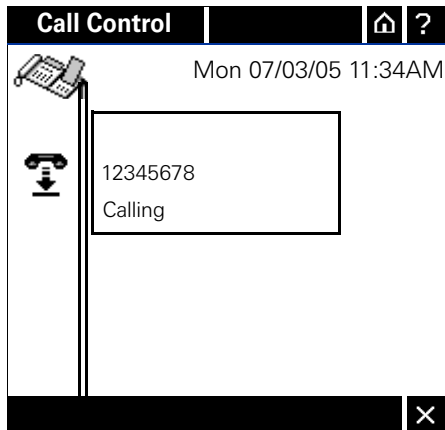
Enter the number using the display keyboard. (The display keyboard is described in the operating instructions for the optiPoint display module).

 You can also use phone numbers that are stored in **Contacts** (→ page 121), in **Redial Last No.** (→ page 137) or in a **Call Log** (→ page 138).

## Step by Step



Confirm dialing as soon as you have finished entering the number.



The number is dialed.


As soon as the party answers, the **Call Control** switches to display an active connection.

Step by Step

Voice Dialing

Dial the phone number by simply speaking a name.

**Prerequisite:** Entries in the "Contacts" phone book must be supplemented/configured for voice dialing.

 Please refer to the operating instructions for the optiPoint display module for information on how to program entries for voice dialing.



Lift the handset.

or



Press.



Press the "Voice Dial" key on the display module.

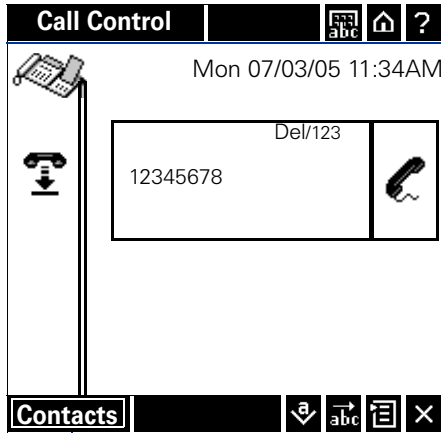
The display switches to "Voice Recognition" mode.



Speak the name of the person you want to call into the handset or the microphone. Repeat if necessary. If the name of the party is recognized, the number is dialed.

## Step by Step

### On-Hook Dialing



or



Enter a telephone number using the keypad.

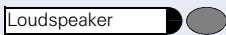
Enter the phone number using the display keyboard (the display keyboard is described in the operating instructions for the optiPoint display module).



You can also use telephone numbers that are stored in **Contacts** (→ page 121), in **Redial Last No.** (→ page 137) or in a **Call Log** (→ page 138).



or



or

Press the off-hook icon to dial the phone number.

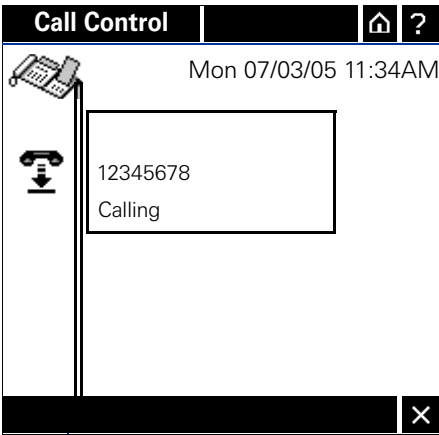
Press the Loudspeaker key to dial the phone number.

Wait until the Auto Dial Timer has timed out.



If you are using a dial plan and have set **Hot-Key-pad** (see → page 83), dialing takes place automatically as soon as the character string entered matches an entry in the dialing plan.

Step by Step



The number is dialed.  
As soon as the party answers, **Call Control** switches to display an active connection.

Ending a Call

To end a call simply:  
replace the **handset**



or



or



press the **Loudspeaker** key if you are in speakerphone mode,

press the **Replace Handset** icon.

If **another call** is waiting, the telephone rings as it would for a normal incoming call. If the connection is interrupted by another party, you will be informed of this via the telephone display.



## Step by Step

### Dialing from Contacts

If you have stored contacts in the local "Contacts" phone book, you can use them anytime you want to dial a number.



Please refer to the operating instructions for the optiPoint display module for information on how to create entries in the phone book.

### Calling Contacts

To call a party from "Contacts", press the **Contacts** display key either before or after you have seized the line (→ page 119 and/or → page 116).

To consult (→ page 124) with a party from "Contacts" you can also press the **Contacts** display key.

To transfer a call (→ page 113) to a party in "Contacts", open the menu and select the option **Contacts**.

In all cases a display similar to the one shown below appears:

Contacts		ABC	Home	?
	<input type="text"/>			
Ralph Delgado				
Jeanine Fox				
Jill Hill				
Phil Jones				
Harry Grey				
Jane Brown				
Isabella Ashley				
Bill Smith				
Fred Bloggs				
<b>Dial</b>	<b>View</b>			

Find and select the relevant party in the list and then press the display key **Dial**. The phone number is used for this procedure.

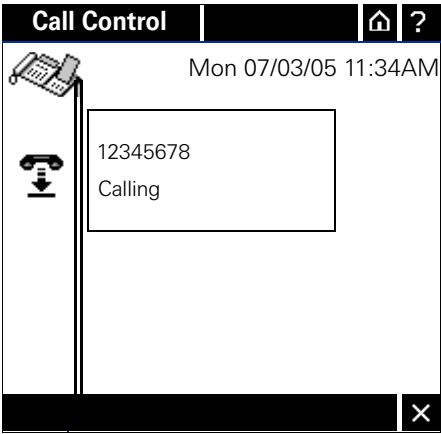
Step by Step

Frank Miller

Using Repdial Keys

If you press a selected dialing key with a stored number (see → page 94), the number appears in the Caller Box.

Press the programmed function key.



The stored number is displayed and dialed. When the connection is established, you are in speakerphone mode.

**Step by Step****Repertory Dialing**

With repertory dialing, you can enter dial control functions at any point in the repertory dialing sequence. HiPath 8000 automatically detects whether the digits represent an IP address, a number, or a URL.

<b>Control Function</b>	<b>Action During Dialing</b>
OK	Any characters following this control function are sent immediately after the call has been answered, and are sent as DTMF.
Pause	Waits 3 seconds before sending any characters following this control function.
Consult	Establish a consultation call at this point.
Clear	Clear the current call at this point.

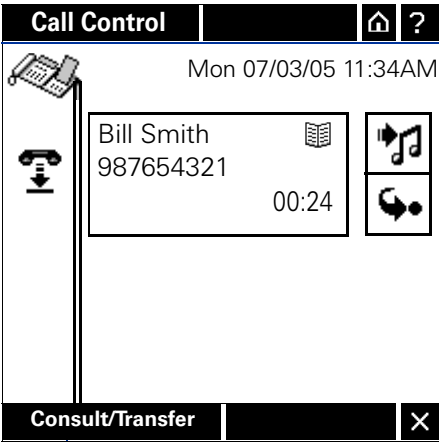
For information on programming a repdial key see  
→ page 92.

Step by Step

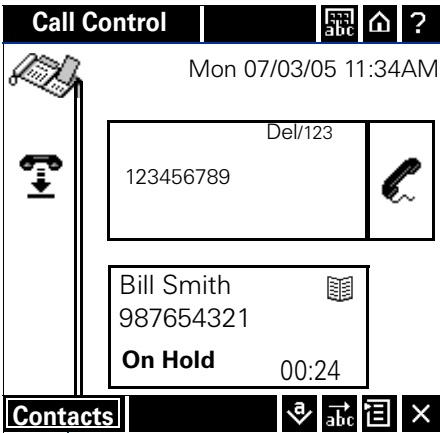
# Conducting Two Calls Simultaneously

## Consultation

During a call you can call another party and initiate con-  
sultation while the call with the first party is **On Hold**.



Press **Consult/Transfer** and dial the second party. The  
current call switches to **On Hold** status.



Enter the phone number using the display keyboard  
(the display keyboard is described in the operating in-  
structions for the optiPoint display module).

## Step by Step

or



Enter a phone number using the keypad.

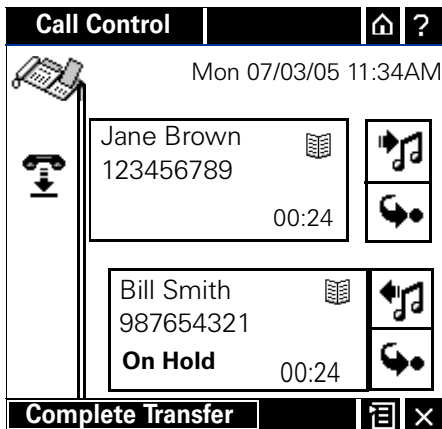
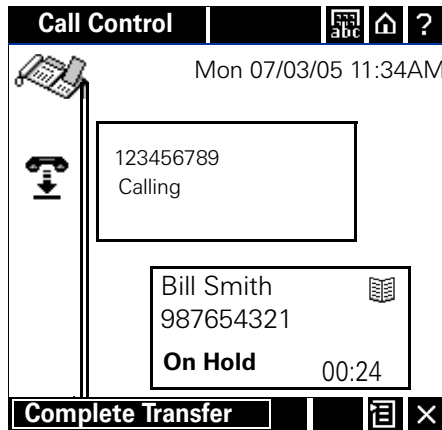


You can also use phone numbers that are stored in **Contacts** (→ page 121), in **Redial Last No.** (→ page 137) or in a **Call Log** (→ page 138).

You can terminate the dialing process with the Cancel key during input of the number and then return to the first party.



Press the off-hook icon to dial the telephone number.



Step by Step

You can now alternate between the two parties (→ page 129) or set up a conference call (→ page 131).  
You also have the option of placing both parties on hold. In this case the "alternating" option is not available.

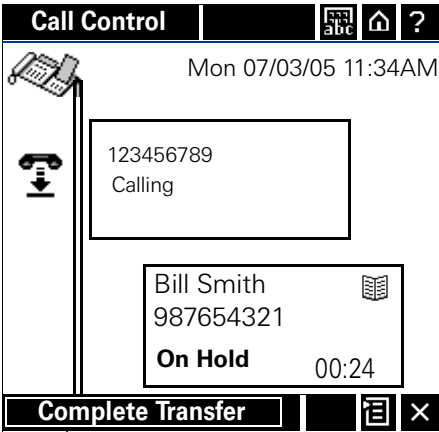
Call transfer

During consultation you can connect the other two parties to each other.

**Prerequisite:** You have set up a consultation call.  
→ page 124.

The other party has not answered yet

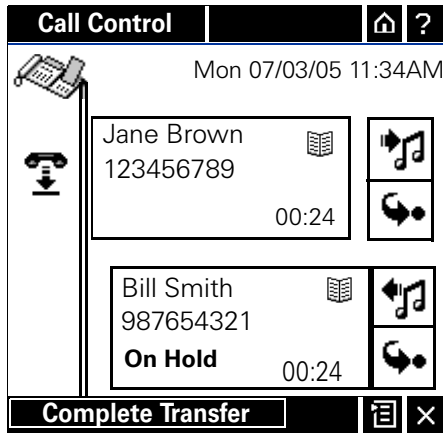
The second party is called



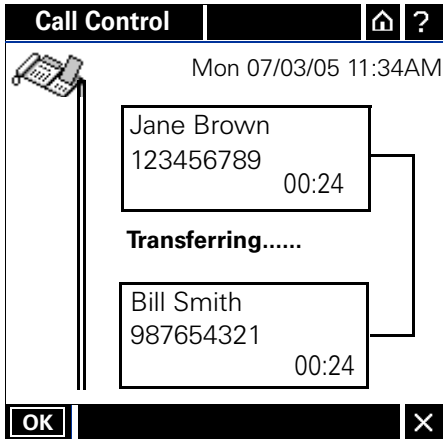
Press **Complete Transfer** in order to transfer the held call to the second party (although the latter has not lifted the handset yet).

## Step by Step

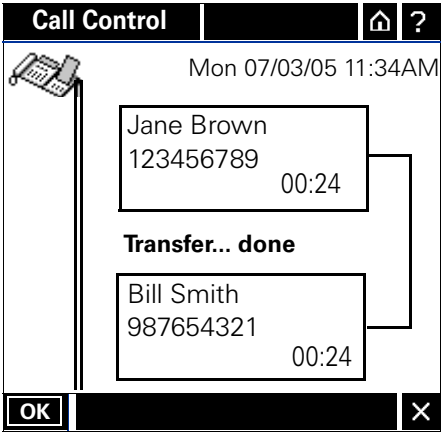
or **The other party answers**



Press **Complete Transfer** in order to transfer the held call to the second party



Step by Step



Press the display key **OK** to terminate the process immediately. You can then replace the handset or redial.



## Step by Step

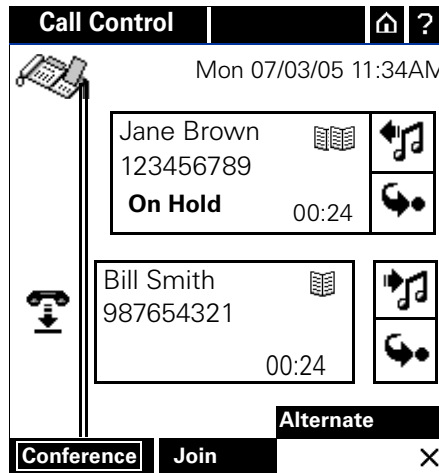
### Alternate – Alternating Between Two Parties

You can alternate between two parties to whom you are connected after answering a second call or in consultation mode.

#### Alternating: second call



To switch to the other party, open the menu and select the option **Alternate**. The current call switches to the **On Hold** status.



You are reconnected with the first party.

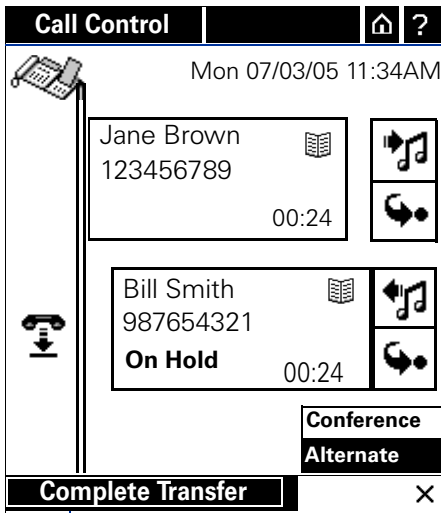


Note that the active Caller Box is closer to the line and the Caller Box **On Hold** is further away from it. The **On Hold** icon changes to the **Reconnect** icon and vice versa.

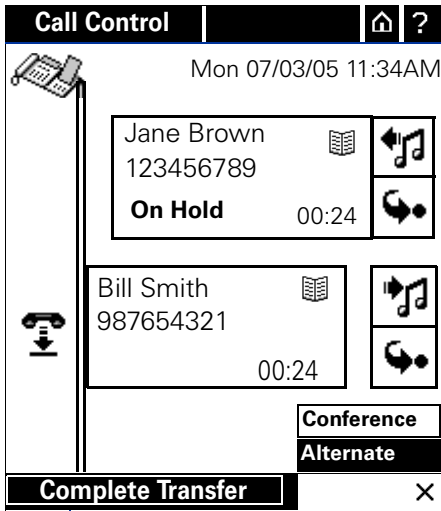
When you have finished the consultation call, you can clear down the connection with the active party by pressing the "Clear" icon. You can then return to the party who was **On Hold**.

Step by Step

Alternating: consultation call



Open the menu and select the option **Alternate** in order to switch to the other party. The active connection changes to the **On Hold** status.

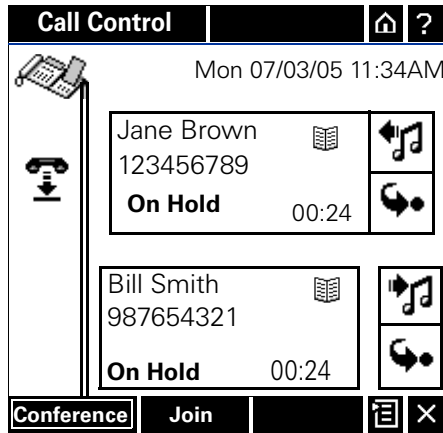


## Step by Step

### Conferencing

#### Setting up a conference from a second call

**Prerequisite:** You are conducting a consultation call.  
(→ page 124).

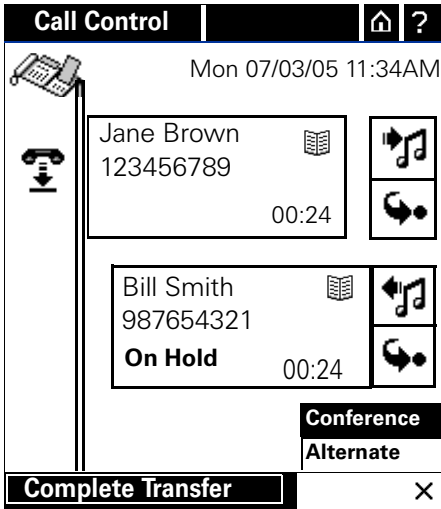


Press **Conference** to initiate the conference call.

Step by Step

Setting up from a consultation call

**Prerequisite:** You are engaged in a consultation call (→ page 124).

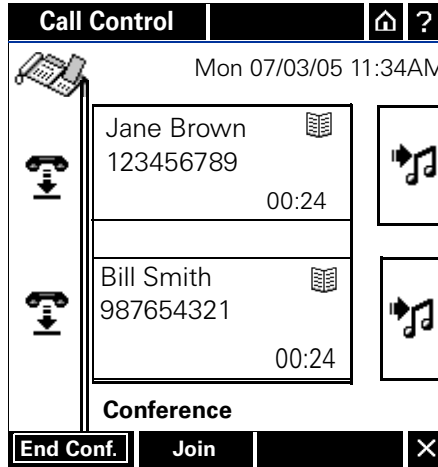


Open the menu and select the option **Conference** in order to initiate the conference.

## Step by Step

### Hold the conference

The conference call is set up and you are simultaneously connected with the two other parties.



The display shows that the conference is set up. Other parties cannot be added to this conference.



Note that both active caller boxes are the same distance from the line and that only the **Hold** icon is available.

## Step by Step

### Ending the Conference

#### Changing back to single-line calls



Press the Hold symbol for one of the parties to place this call on hold. The conference is ended. You can now:

- alternate between the parties;
- connect the other parties (Complete Transfer);
- re-enter the conference call;
- terminate the active call – you are connected to the second party.

#### or End both calls using the display key



Press the **End Conf.** display key to terminate the conference. You are disconnected from both parties.

#### or End both calls by hanging up

**Prerequisite:** "Allow Join in conference" was **deactivated** by the service personnel.



Replace the handset or press the loudspeaker key (in in speakerphone mode). You are disconnected from both parties.

#### or Connect the other parties using the display key

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



Press the **Join** display key to connect the other parties.

#### or Connect the other parties by hanging up

**Prerequisite:** "Allow Join in conference" was **activated** by the service personnel.



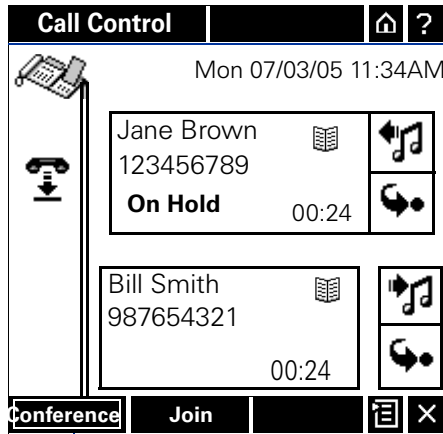
Replace the handset or press the loudspeaker key (in in speakerphone mode). The other two parties are connected. You can start a new call.

## Step by Step

### Centralized Conference

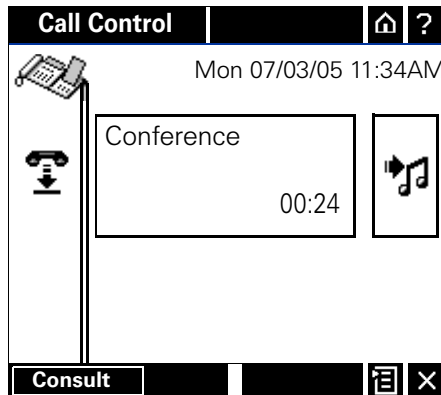
When local conference is disabled and once a centralized conference is established, it can only be handled as a unit, i.e. as a single call in its own right. No information on or control of individual calls is available.

**Precondition:** You are conducting a consultation call.  
(→ page 124).



Press the **Conference** display key to initiate the conference call.

The conference call is set up and you are simultaneously connected with the two other parties.



The display shows that the conference is being set up. You can add a further call to this conference.

Step by Step



Note that the conference **caller box** is near the line and there is only an **On Hold icon** available to put the conference on hold.

Adding a second party to the conference

To add a consultation, click the **Consult button** to dial the second party.

Click the Connect icon or the caller box to pick up an incoming call

The Conference changes to **On Hold**. When the incoming call is connected, you will see a screen similar to the one below:



Now you can:

- Alternate between single call and conference.  
The single call goes On Hold and the conference becomes active or vice versa.
- Disconnect the single call.  
Conference becomes active.
- Add the single call to the conference.  
Conference integrates the single call and becomes active.

Ending Centralized Conference

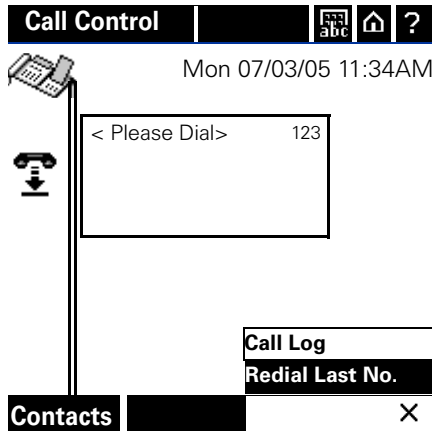
Click the on-hook icon to terminate the Conference.



## Step by Step

### Redial Last Number

You can use this option to immediately redial the last number.



To redial the last number dialed, open the menu and select the option **Redial Last No.** You can also select the menu option from the menu in idle mode.



**Redial Last No.** is only available if the "Dialed calls" list contains entries (→ page 138).

Step by Step


Call Log

To call or clear a party, select the relevant name from the **Call Log** . You can display call details or store caller data in the phone book.

The following call logs are created:

- Dialed calls
- Missed calls
- Received calls
- Forwarded calls

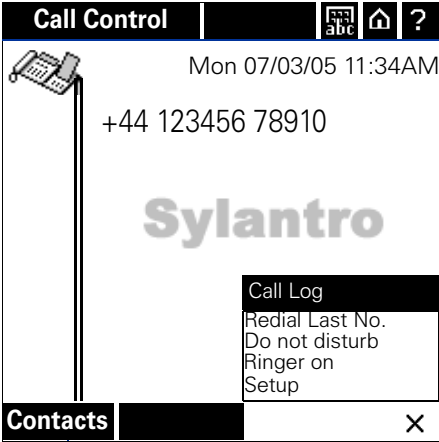
You will find more information in this regard in the description of the Telephone menu → page 32.

 To ensure that caller data for incoming calls is stored, you must make sure that the caller ID is transferred (→ page 72).

Dialed Calls

The last 20 numbers dialed are automatically stored. If a line is busy or if there is no reply, you can use the **Dialed calls** list to redial the number.

The numbers dialed are sorted in descending order according to date and time. The number dialed last appears first in the list.



## Step by Step



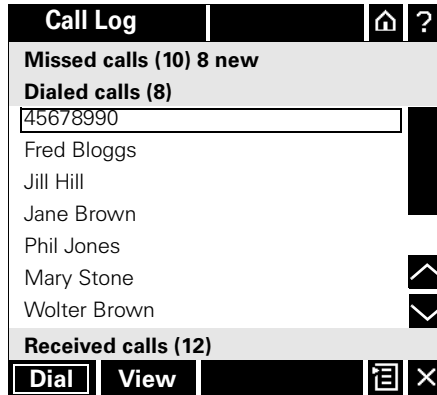
or



Open the menu in idle mode or when prompted to dial and select the **Call Log** option.

Select **Dialed calls**.

Press the Redial key to open the **Dialed calls** list.



Select a party and press the **Dial** display key to dial the number.

## Missed Calls



or

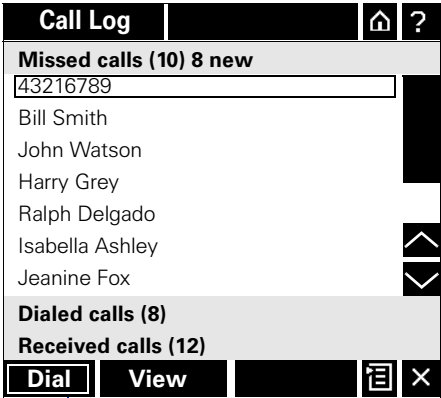


Open the menu in idle mode and select **Call Log**. (→ page 104).

Select **Missed calls**. This list contains the calls that were not answered on this telephone. It is sorted chronologically with the last call received appearing first.

Press the Missed Call key to open the **Missed calls** list.

Step by Step



If a party dials a number, forwards a call or does not answer an incoming call, the caller's details are stored in the relevant **Call Log**. Depending on the available data, the name or the number of the telephone is displayed. You can use the stylus to select the required entry.



- Press the relevant display key to:
- display the caller's details (→ page 141)
  - clear the entry
  - dial the number
  - store the number in your phone book (opens the phone book).

## Step by Step

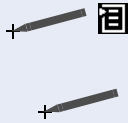
### Details

The following is displayed when you press **Details**:

- The number of call attempts from each user (max. 99)
- The date and time of the last call attempt.

Call Log		Home	?
<b>Missed calls 1 of 10</b>			
987654321			
Bill Smith			
0101010202			
03/03/03	6:28		
Calls: 68			
Previous		Next	
Dial		Cancel	Home X

### Received Calls



Open the menu in idle mode and select **Call Log** (→ page 104).

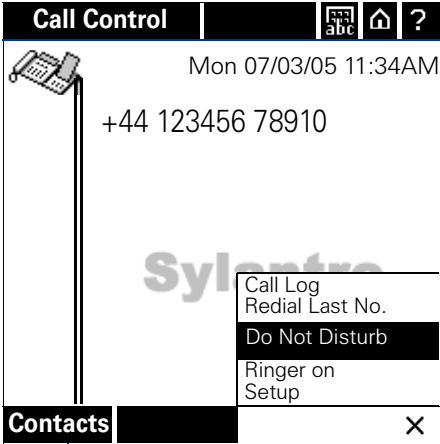
Select **Received calls**. This list contains the calls that were not answered on this telephone. It is sorted chronologically with the last call answered appearing first.

Call Log		Home	?
<b>Missed calls (10) 8 new</b>			
<b>Dialed calls (8)</b>			
<b>Received calls (12)</b>			
13579329			
Bill Smith			
Frank Goodman			
Harry Grey			
Dorothy Silverr			
Kathrin Bauer			
Robert Miller			
Dial		View	Home X

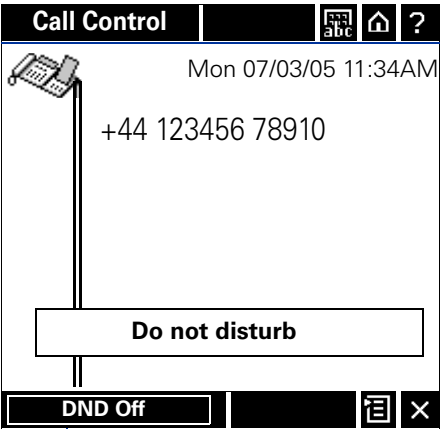
Step by Step

Do Not Disturb

**Prerequisite:** Do Not Disturb must be configured (→ page 74).



Open the menu in idle mode and select **Do not disturb**.



Press the **DND Off** display key to deactivate Do not disturb.

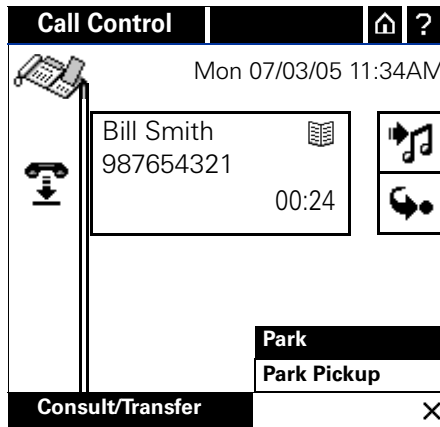
## Step by Step

### Park-Service

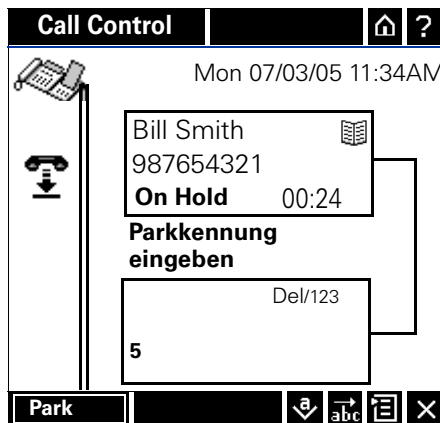
#### Call Park

You can use the Park Service to park an active call on a park service telephone. After the call has been parked, it is disconnected from your telephone and is available for pickup.

The call can be picked up by you or any other user from the telephone where the park service was used (see also → page 49).



Open the menu and select **Park**.

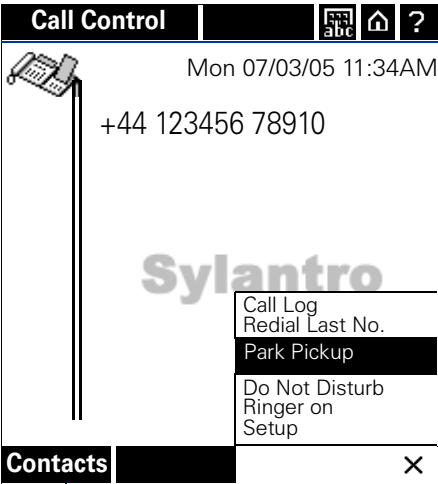


Enter the park ID using the keypad.

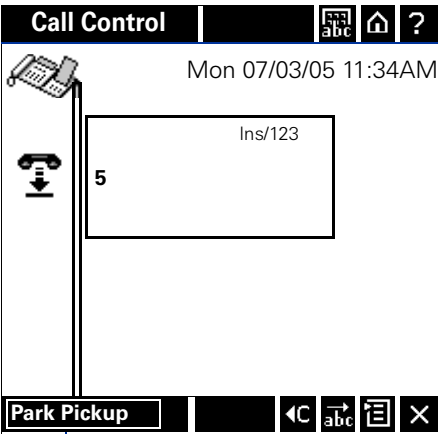
Step by Step

Call Park Pickup

You can only invoke Call Park Pickup if the telephone is in idle mode, you hear a dial tone when you seized the line, or you are conducting a single call (see also → page 50).



Open the menu and select **Park Pickup**.



Use the keypad to enter the park ID of the parked call. The parked call is picked up.



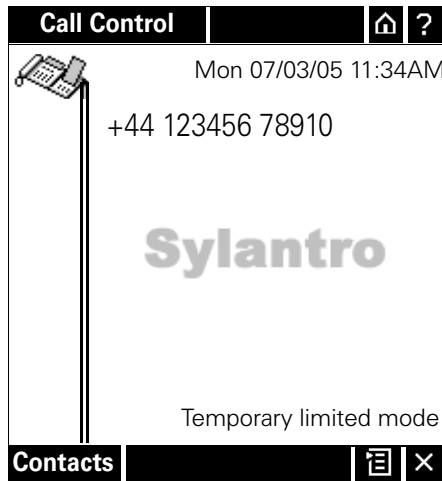
## Step by Step

### Survivability

If a fallback system was set up for your Sylantro Server, you will still be able to use your telephone and the functions of the outage system in case of e.g. a power outage.

If your telephone has no connection to the Sylantro Server, it will automatically connect to the fallback system. The message "Temporary limited mode" is displayed.

While you are using the fallback system, some functions may be **not** available:



Step by Step

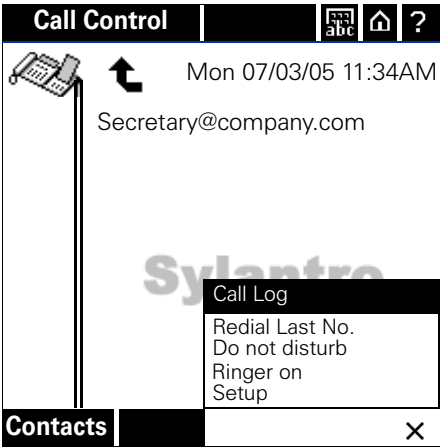
# Multiline Telephone Application

## Call View for Multiline Telephones

Normally the telephone's prime line or a preset line is dialed in idle mode. This is dependent on the line configuration set up by the administrator.



The following options are available when you press the Menu icon:



## Step by Step

### Rules for Selecting a Preferred Line

- If there are calls on multiple lines – up to 10 lines possible – (ringer or call waiting signal), the Start display shows the line with the highest priority in accordance with the preset terminal line preference.
- As soon as the terminal line with the highest priority is seized (call answered from another phone), the next terminal line (where a call is ringing/waiting the longest) is displayed.
- If there are no incoming calls, the Start display shows the line with the highest priority in accordance with the lines preferred by the administrator for outgoing calls.
- If the line for outgoing calls with the highest priority is busy (in use by another telephone), the next available line for outgoing calls is displayed.
- If all available lines for outgoing calls are busy, the line overview is displayed.
- If no preferences have been defined, the line overview is displayed.



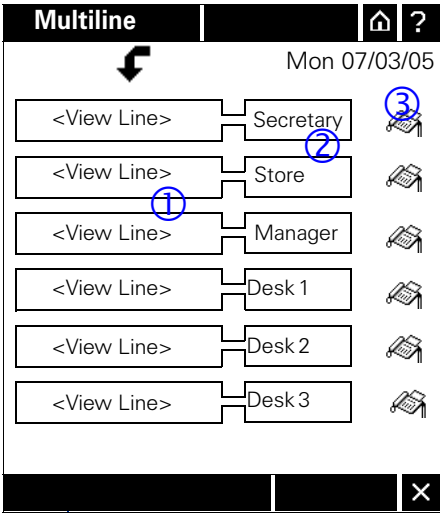
A configured line is **only displayed** in the line overview if the display for this line is activated→ page 81. Display is **activated by default**.

---

Step by Step

Line Overview

When you press the Overview icon in the idle display a view like the one below is displayed:



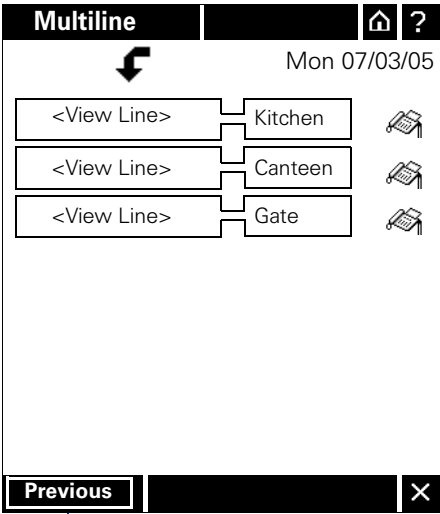
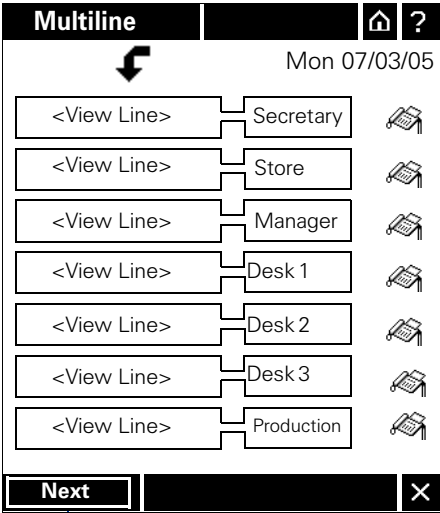
①	<b>View Line Box:</b> button with prompt to display a line.	
②	<b>Line Box:</b> Button with user-defined line name.	
③	Status display icons	
		Idle
		Ringing. Icon blinking.
		Call waiting mode. Blinking rapidly.
		On hold on another line.
		Busy
		Active
		Out of order
	"Call view" Icon: Press here to access the last call view displayed.	

Press the **Call view** icon to return to **Call Control** with the preset line (→ page 146).

Step by Step

View with More Than Seven Lines

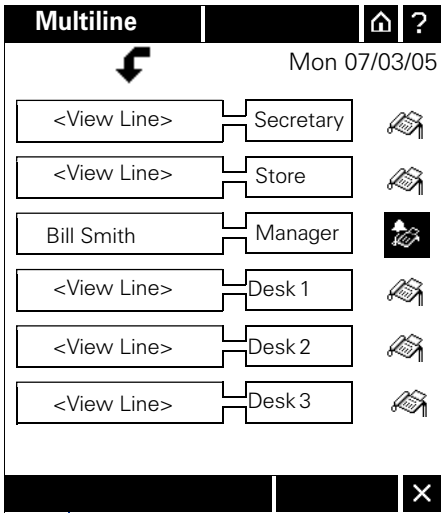
If more than seven lines have been configured, use the display keys **Next** and **Previous** to scroll through all of the hidden lines.



Step by Step

Incoming Call (Ringer or Call Waiting Tone)

If a line has been configured so that a call is signalled with a ring **or** call waiting tone, and there is an incoming call in View Line mode, a display similar to the one below appears:



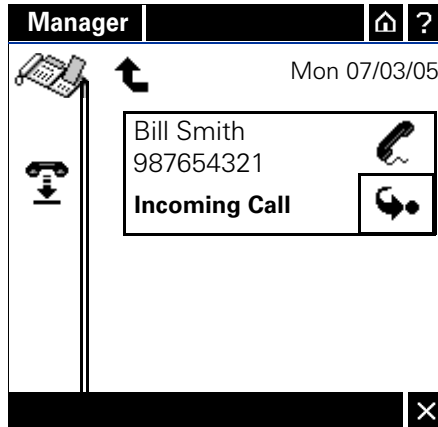
An icon for the ring **or** call waiting tone blinks.

## Step by Step

### View Line



Press the **View Line Box** (see → page 148); the display switches to Call Control as shown in the figure below:



If a call is coming in on the prime line, the display switches immediately to Call Control without you having to press the **View Line Box** beforehand.

You now have the following options:

- Answer the call
- Deflect the call
- Transfer the call

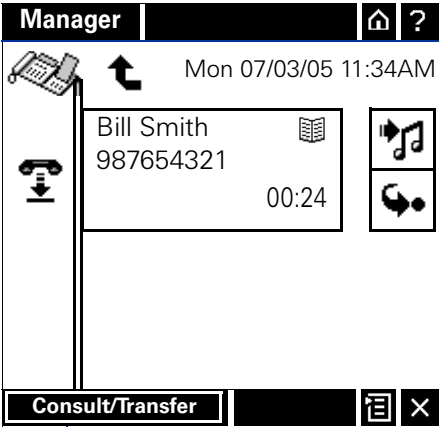
If a call comes in on the **selected line** in idle mode (e.g. **Store**) with a ring or call waiting signal, Call Control is displayed as illustrated above.

Step by Step



Line Box

Press the **Line Box** (→ page 148). You are connected with the caller immediately. The display changes to **Call Control** as shown in the figure below:





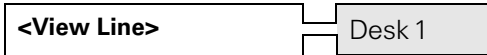
## Step by Step

## Initiating Calls via Line Overview

## Off-hook dialing

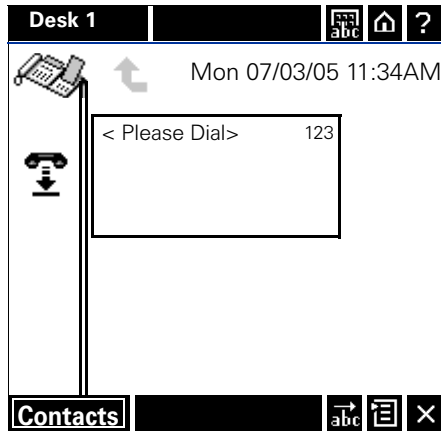
In line overview, seize a line by:

- pressing a **free line box** (→ page 148).



- pressing a **free line key** on the multiline telephone.
- pressing the **Loudspeaker/Headset** key
- lifting the **handset**

The first available line is seized and Call Control appears as shown in the following figure:



## On-Hook Dialing

You can dial a number by entering it without:

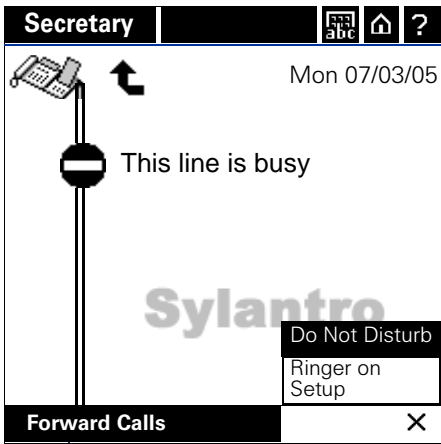
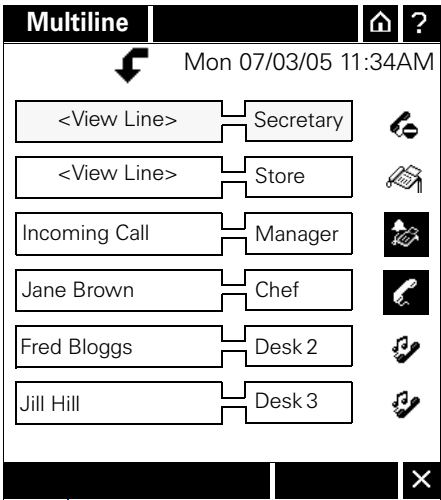
- pressing a **free line box** beforehand
- pressing a **line key** beforehand
- pressing the **Loudspeaker/Headset** key beforehand
- lifting the **handset** beforehand

The first available line in accordance with the line preferences for outgoing calls and Call Control appears as illustrated above.

Step by Step

When Prime Line is Seized

If the prime line "Chef" is busy for example, you can still use **<View Line>** to switch to Call Control but you cannot dial. You can only perform functions such as **Call Forwarding**, **Do Not Disturb** or **Ringer On**. All other functions are deactivated.



Only Forward Calls and the options in the menu are available.

## Step by Step

### With An Active Call

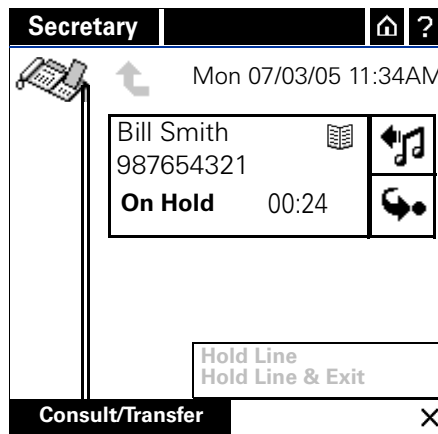
Once you answer a call (→ page 152) you have the following options:

- Use the telephone in single-line mode
- Put the line on hold manually
- Put line on hold manually and switch to **line overview**

### Using selected line as a single-line telephone

#### Example:

If a call is placed on consultation hold:



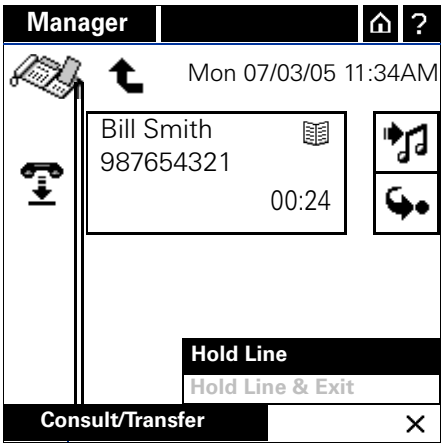
In this case – or after a consultation call has been initiated or a call transferred – you cannot hold the line manually (→ page 156) or switch to **line overview**.

When you use this line as a single-line telephone, you have the following options:

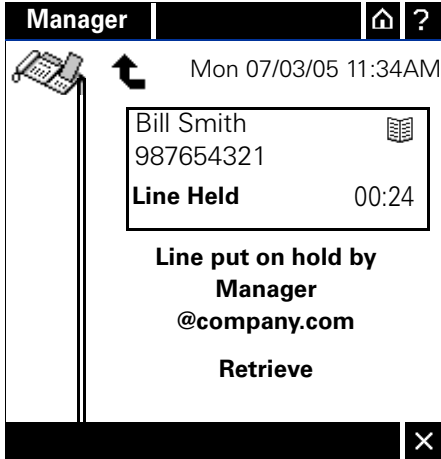
- Put the call on consultation hold and pick it up on another phone
- Transfer the call (see (→ page 113)
- Place call on consultation hold (→ page 124)
- Refuse a waiting call (→ page 110)
- Alternate between two calls (see (→ page 129)
- Set up a conference (→ page 131)

Step by Step

Manual hold

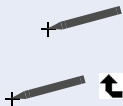


When you press the **Hold Line** option, a display similar to the one below appears:

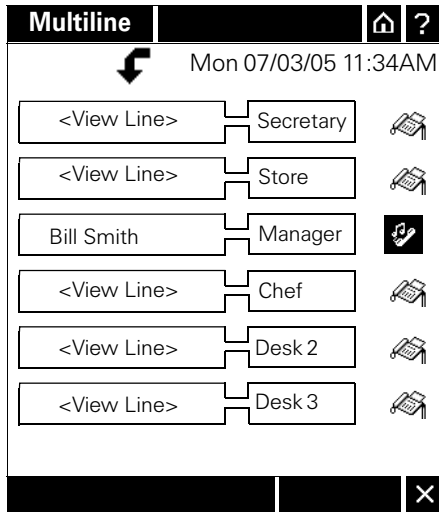


If the call is put on hold, you have the following two options:

- Transfer the call (see **Retrieve**: Your call is reactivated (→ page 152).
- Switch to **line overview**: See the following example.



## Step by Step



You can now select a different line for an outgoing call for example.

## Step by Step

### Multiline Calls

#### Display of Line Information in Call Control

This section describes how the multiline Call Control provides information about the current status of other lines. This should enable users to toggle between various **Call Controls** and to obtain an overview of important operating states of lines that are currently not visible.

This is enabled by the display of lines that have the following states:

- Active
- Ringing
- Held by own phone
- Call Waiting mode
- Held by another phone

In the lower part of **Call Control a line information box** appears; it displays the line with the most important status in accordance with the following priorities:

- Active and signalling (for second incoming call) – displayed as "Ringing" or "Call waiting".
- Active
- Ringing (incoming call, hold ringback or hold ringback for pickup group), in the order established by the rules for selecting the preferred terminal line (see → page 147).
- On Hold (manual hold) on your own telephone in the order **last on hold, displayed first**
- On Hold (manual hold) on a different telephone in the order **last on hold, displayed first**.
- Advisory tone for
  - incoming call
  - on hold too long (Hold Ringback)
  - on hold too long in pickup group (Hold Ringback)
 in the order defined by the rules for selecting the preferred terminal line (see → page 147)



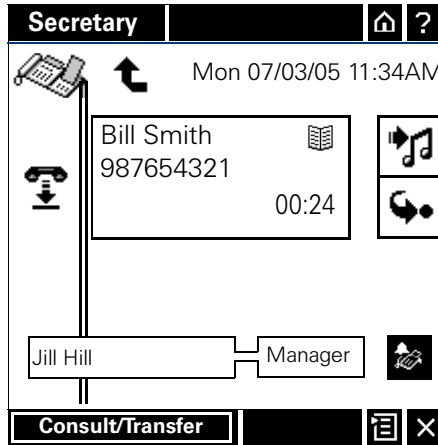
The states **Ringing**, **Call Waiting** and **On Hold** are only shown for those lines for which the user has activated **Line information** in **Line settings**.

## Step by Step

### Answering a Call on Another Line

**Prerequisite:** The **Show interline state** function must be activated (see → page 81).

An incoming call on another line in Call Control (Ringer or Call Waiting signal) is displayed in a **line information box**.

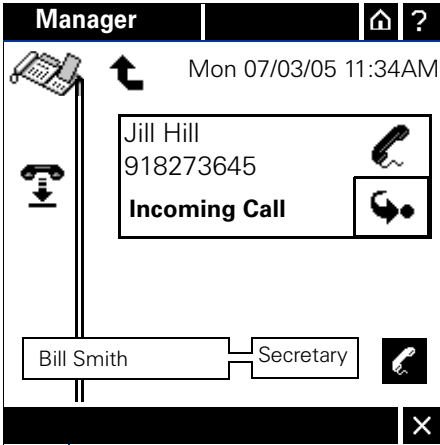


Consequently, the line information box has the same function as the line control keys in the line overview. In this example, an incoming call is ringing on a **Manager** line.

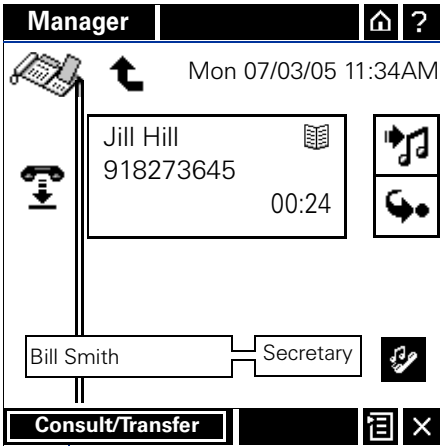
Step by Step



When you press the **line information box** (→ page 148), the **Secretary** line is placed on hold and details about the incoming call on the **Manager** line are displayed:



When you accept the call, the **Secretary** line is put on hold and you are connected with the caller on the **Manager** line.



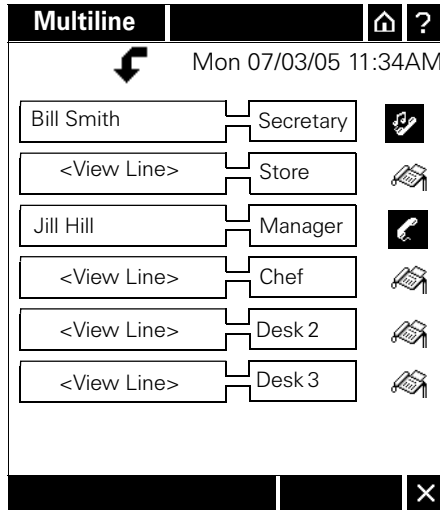
➡ Call information boxes (→ page 110) for notification of incoming calls on the same line always have priority over line status messages.



## Step by Step



When you switch to **line overview**, a display like the one below appears:



The sample displays on → page 159 are standard Call Controls for an existing connection. However, the line information boxes can appear in all call views and all scenarios in which the line overview can be called up. They do not appear in a Call Control in which a caller can be put on consultation hold (→ page 124) or two calls are handled (→ page 129).

Step by Step

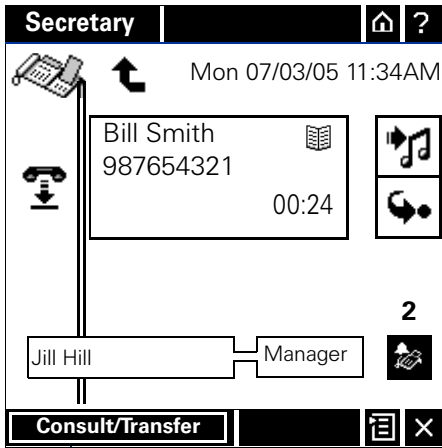
Status Message for Multiple Lines

Display of Line Information for a Ringing Line During a Call

**Prerequisite:** The **Show interline state** function must be activated (see → page 81).

If more than one line is required for line status messages, the following rules apply for the display:

- The lines are combined according to status and, depending on priority, are displayed in accordance with the rules described on → page 147.
- Each status that applies to a line is represented solely by the status icon (→ page 148) .
- Each status that applies to more than one line is represented by both the appropriate status icon (→ page 148) and the number of lines for this status.



In the above example, two lines are ringing (including the one currently displayed); lines with lower priority status are only displayed if the calls are answered (by another telephone) or cleared down.

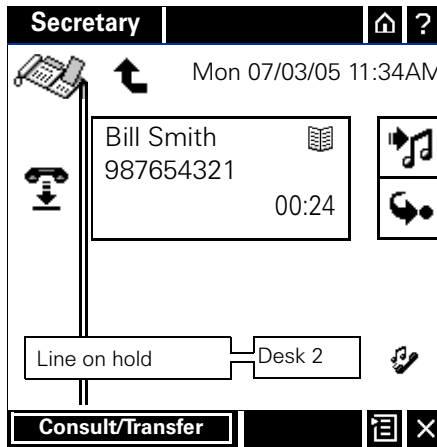
You can answer the ringing line currently being displayed or switch to line overview mode and select a different line that is in call waiting mode, ringing or on hold.

## Step by Step

### Display of Line Information for a Held Line During a Call

**Prerequisite:** The **Show interline state** function must be activated (see → page 81)

If a line was placed on manual hold by another telephone while you are in Call Control, it is displayed in a **line information box**. Example:

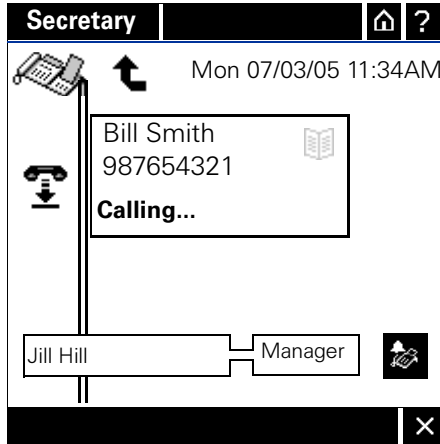


## Step by Step

### Ringer/Call Waiting Tone on the Line when Dialing

**Prerequisite:** The **Show interline state** function must be activated (see → page 81)

If you are dialing an outgoing call on one line and a call is incoming on the line not currently visible, a display similar to the one below appears:



You now have the following options:

- Ignore the line that is ringing or on which a call is waiting and continue operation in call view.
- Press the **line view** in the "**Ringing/Call Waiting**" **display** to view the incoming call while dialing.
- Press the **line box** in the "**Ringing/Call Waiting**" **display** to answer the incoming call; this automatically interrupts dialing and the view switches to the status for the other lines.

## Step by Step

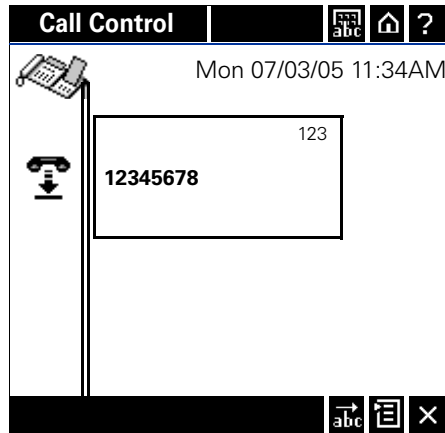


## Character Input

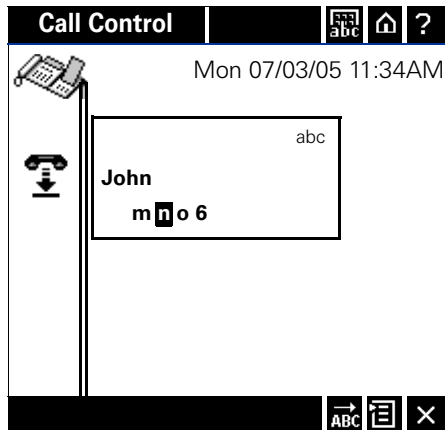
### Changing Character Mode

Press this icon to switch keyboard input from numeric to alphanumeric (lowercase) and/or alphanumeric (uppercase).

### Numeric input

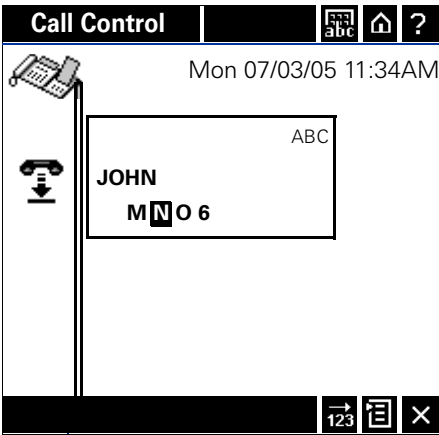


### Alphanumeric input (lowercase)




Step by Step

Alphanumeric input (uppercase)

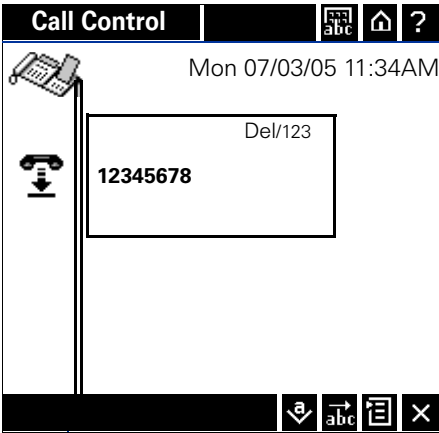


Switching Between Overwrite and Insert Mode

Switching to Insert Mode

If the  icon appears in the bottom system display row, you are currently in **overwrite mode**, i.e. input characters overwrite existing characters.


Press this button to switch to insert mode.



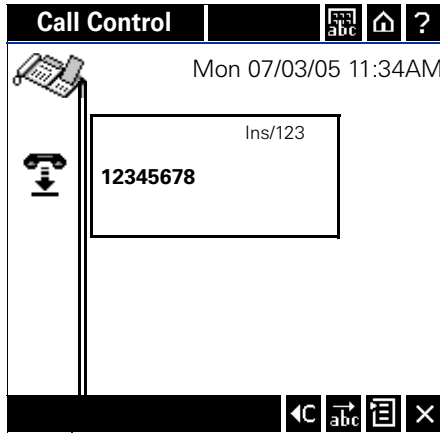
## Step by Step





### Switching to overwrite mode

If the  icon appears in the bottom system display row, you are currently in **insert mode**, i.e. input characters are inserted in between existing characters.

Press this button to switch to overwrite mode.



### Additional Keys

-  Clears individual characters from right to left.
-  Confirms input (e.g. for dialing).

Step by Step






# Navigating on the Display Module

## Selecting and Activating Control Elements



To select the control elements on the display use the stylus provided or a similar object that will not damage the display surface.

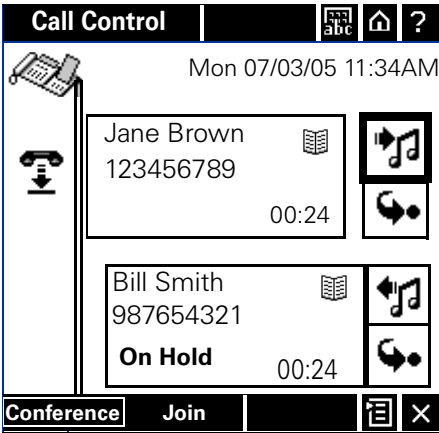
The display features the following control elements:


- Icons
- Display keys
- Caller box with phone number, name and status information if applicable

All control elements that you can select using the stylus and/or request input, can also be selected using the , ,  and  keys and activated using the  key.

Selected control elements are highlighted with a bold frame. Light frames are used for dark backgrounds.

e.g.  or  or   
e.g. **Conference** or **Join**

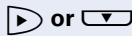


**Example:** The Hold icon  is selected - indicated by bold frame - and can now be activated.



## Step by Step

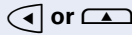
The keys for the Display Module are used as follows:



or



Select next control element for activation.



or



Select previous control element for activation.



Activate control element by opening a menu at the same time for example.

## Edit Fields

If the activated control element is an edit field, the control keys must be used as described here – depending on the input mode selected (→ page 165):



- Overwrite mode: Proceeds with a control element from the edit field.
- Insert mode: Moves cursor one character to the right and after the last character, jumps one control element forward.



- Overwrite mode: clear key (clears characters in reverse starting from the cursor position).
- Insert mode: moves cursor one character to the left and with the first character, skips back one control element.



Confirms input (e.g. for dialing).



Proceeds to the next control element from the edit field.



Returns to the previous control element from the edit field.

## Control Keys on the Telephone

The control keys and and the confirm key on the telephone have the same function as the corresponding keys on the Display Module (→ page 168).

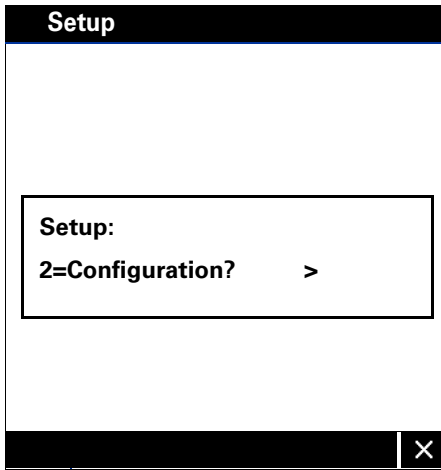
Step by Step

Setup Menu in the Display Module

You can also call up the Setup menu (→ page 66) in the optiPoint display module. To do this, use the keypad on the telephone.



In idle mode open **Setup** in the menu to call up the telephone's Setup menu. You will see the following view:



Use the keypad on the telephone to enter the letters **1** to **9** and the keys to scroll and confirm.

## Step by Step

## Web Interface

### General Information

optiPoint 410/420 economy/economy plus/standard S V6.0 is equipped with a HTTP web server, which permits the mapping of information from the telephone to a web browser on a PC integrated into the LAN ("Web-based Management Tool").



The IP data for the optiPoint 410/420 economy/economy plus/standard S V6.0 and the PC must be configured correctly for this.

The web interface contains the following form elements:

User

Submit

Click this link to access the relevant page.

Click this button to incorporate the changes into the current form. This transfers the changes to the optiPoint 410/420 economy/economy plus/standard S V6.0.

Reset

Click this button to reset the changes in the current form to the former optiPoint 410/420 economy/economy plus/standard S V6.0 values.

Login

Click this button to perform an action (such as "Save", "Download", "Invoke" and "Restart"). A message is displayed in the event of an error.

United Kingdom ▼

Select an option from the List field.



Click a field in one of the interface images to obtain more information about the field.

# Preparatory Steps

## Open Web Interface

**Precondition:** The web interface must be activated.

To evoke the interface, open a web browser and enter the following URL:

**http://[IP of the telephone]**

Where [IP of the telephone] stands for the IP address of the optiPoint 410/420 economy/economy plus/standard S V6.0 that you want to map.

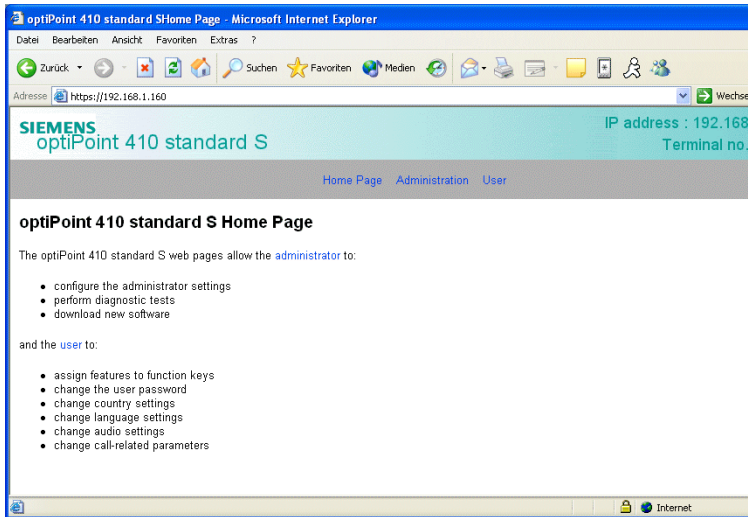
A host name has been assigned to your telephone; you can evoke the web interface using this host name in the browser. Please check the name with your service personnel. You can then access the web interface for your telephone e.g. in the following format:

**https://hostname.domainname**

If applicable, confirm the following advisory message with "Yes":



The homepage appears:



## Call up the user interface


User Click here to access the user area.

Enter the user ID for the optiPoint 410/420 economy/economy plus/standard S V6.0 telephone (maximum length: 24) and click "Login". If a user ID has not been specified, enter the default value "000000".



The administrator can set a minimum length (between 6 and 24 characters) for the user password. If the minimum length was changed in the meantime so that your password is too short now, you are asked to change your password (→ page 174). Only after you have changed your password you can log on to the user interface.

# Menu Structure

 Click a field in one of the interface images to obtain more information on the field.

## User menu

- [Change user password](#)
- Function keys
  - [Phone](#)
  - [Key module 1](#)
  - [Key module 2](#)
  - [Key module SLK 1](#)
  - [Key module SLK 2](#)
- [Country Settings](#)
- [Language Settings](#)
- [Audio Settings](#)
- [Call-related parameters](#)
- [Mobile User Logoff](#)

[Home](#)

## Change User Password

Enter your current password and your new password and confirm the new password. The minimum length set by the administrator is shown in the dialog.

For a description on how to change the user password in the Telephone menu, see → page 87.

Change user password

Current password:

New password:

Confirm new password:

Note: To be valid the password must consist of exactly 6 numeric digits

Submit

Reset

## Function Keys

For a description on how to change the user password in the Telephone menu, see → page 90.


Click a field in one of the interface images to obtain more information on the field.

### Phone

Phone function key assignments

Key	Normal function		Shifted function	
1:	Loudspeaker	Edit		Edit
2:	Selected dialing	Edit		Edit
3:	Phone lock	Edit		Edit
4:	Repertory dial	Edit		Edit
5:	Feature toggle	Edit		Edit
6:	State Key	Edit		Edit
7:		Edit		Edit
8:		Edit		Edit
9:		Edit		Edit
10:		Edit		Edit
11:		Edit		Edit
12:		Edit		Edit
13:		Edit		Edit
14:		Edit		Edit
15:		Edit		Edit
16:		Edit		Edit
17:	Cancel/Release	Edit		Edit
18:	Shift	Edit	Shift	Edit

Unsaved changes



**WARNING** There are unsaved changes to the function key assignments. If you want to save them, click on the **Save changes** button.

Save changes

Parameters

Key 8 has no function assigned to it

Name	Value

The possibility of programming a key may be blocked by your service personnel. In this case the "Edit" button is deactivated.

## Select Function Key

### "Loudspeaker" function key

Assign a function to key 8

Select a function:

Loudspeaker

Key Label:

Apply

Cancel

### "Selected dialing" function key

Assign a function to key 8

Select a function:

Selected dialing

Parameter for function 'Selected dialing'

Key Label:

Schmid

Dial string:

5432167890

30 chars left

Apply

Cancel

### "Phone lock" function key

Assign a function to key 8

Select a function:

Phone lock

Parameter for function 'Phone lock'

Key Label:

Dial string:

12345

35 chars left

Apply

Cancel

### "Repertory dial" function key

Assign a function to key 8

Select a function:

Repertory dial

Parameter for function 'Repertory dial'

Key Label:

Mueller

Dial string:

<PA> 54321 <PA> 09876

88 chars left

Append codes:

OK

Clear

Consult

Pause

Apply

Cancel



## Info Message

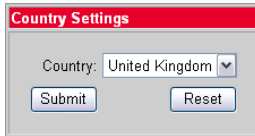


The function keys have been assigned the selected functions.

## Country Settings

For a description of the country setting in the Telephone menu, see → page 67.

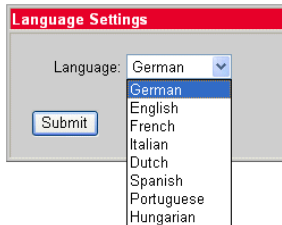
Click a field in one of the interface images to obtain more information about the field.



## Language Settings

Setting the language → page 68.


Click a field in one of the interface images to obtain more information about the field.



If an optiPoint display module is connected, you are asked to **Restart** the telephone after a change of language so that the change of language setting can also be done for the optiPoint display module (→ page 103).

## Audio Settings

For a description of how to change the Audio Settings in the Telephone menu, see → page 97.

 Click a field in one of the interface images to obtain more information about the field.

Audio Settings

Volume settings

Handset Volume:

4

Loudspeaker Volume:

2

Key Click Volume:

0

Rollover Volume:

2

Ringer settings

	Ringer Volume:	Melody:	Tone Sequence:
Standard	3	2	2
1234	2	5	3
5618239953	1	7	3
9770	4	8	3

NOTE: To customise the ringing for a Line or DSS key, all three parameters must be set to non-zero values. To use standard ringing, set all three parameters to zero. If there is a combination of zero and non-zero values on a row, the Submit button will be disabled.

Submit

Reset

## Call-Related Parameters

For a description of the parameters in the Telephone menu, see the following pages:

- Auto Dial Timer → page 73
- DND feature enabled on phone → page 75
- Options for on-hook dialing → page 83

Call-related parameters

Auto-dial timer:

6

seconds

Call forwarding locked destination:

Default deflect destination:

Call forwarding on no reply (CFNR) timer:

15

seconds (1 to 60)

DND feature enabled on phone:

☒

Idle dialing mode:

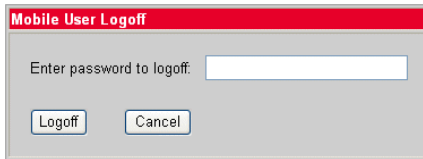
Context

Submit

Reset

## Mobile User Logoff



Not used with Sylantró



A screenshot of a web-based dialog box titled "Mobile User Logoff". The dialog has a red header bar with the title in white text. Below the header, the text "Enter password to logoff:" is followed by a white text input field. At the bottom of the dialog, there are two buttons: "Logoff" and "Cancel".

## Alphabetic Reference

This glossary provides basic information required for performing configuration tasks on the optiPoint 410/420 economy/economy plus/standard S V6.0.

- The section "Alphabetic Reference" explains terms found in the menus in alphabetic order.
- Clicking the icons will bring you to the relevant function descriptions:
  -  Using the icons on the optiPoint 410/420 economy/economy plus/standard S V6.0
  -  Using the icons via the web interface

### Append Codes

Append codes are control functions that are accepted at any position within the repertory dialing sequence.

The following options are available for selection:

Function	Status Indication
OK	Any characters following this function are sent immediately as DTMF signals after the call has been answered.
Clear	Clear the current call at this point.
Consult	Establish a consultation call at this point.
Pause	Any characters following this function are sent after three seconds.

 → page 176  → page 92

### Auto-Dial Timer

Timeslot (in seconds) between the last digit input and the start of the dialing procedure.

- Minimum value: 1
- Maximum value: 8
- Default value: 6

 → page 178  → page 73

### Call Forwarding Locked Destination

Enter the destination to which calls are to be forwarded when the telephone is locked (see also → page 183).

 → page 178

## Call Forwarding On No Reply (CFNR) Timer

Time (in seconds) after which an incoming call is automatically forwarded to the forwarding destination if there is no reply.

- Minimum value: 1
- Maximum value: 60
- Default value: 15

 → page 178  → page 74

## Country

From the list field, select the country where you would like to install the optiPoint 410/420 economy/economy plus/standard S V6.0. Country-specific settings such as ringer or busy tone for example are performed with this option.


The following options are available for selection:

- United States
- Germany
- France
- Italy
- Spain
- Austria
- Switzerland
- Belgium
- United Kingdom
- Argentina
- Brazil
- Luxembourg
- Netherlands
- Portugal
- Poland
- Czech Republic

 → page 177  → page 67

## Default Deflect Address

Not used with Sylantrö.

 → page 178

## DND feature enabled on phone

Users are permitted to switch Do Not Disturb on and off on their telephone.

 → page 178  → page 75

### Handset Volume

Handset volume setting.

- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 4

 → page 178  → page 100

### Idle dialing mode

You should only change this function if you are using a dial plan (programmed by administrator). If the function is activated, you have the choice of two settings:

- Context
- Hot-Keypad

 → page 178  → page 83

### Key Click Volume

Key click volume setting on the dialing keypad.

- Minimum value: 0 (no sound)
- Maximum value: 3 (loud)
- Default value: 2

 → page 178  → page 102

### Key Label

Specify the name for automatic key labelling here.

- Only applies to optiPoint 420 telephones and **optiPoint self labeling key module**
- Value: 0 to 12 characters

 → page 176  → page 90

### Language

Select your language setting:

- German
- English
- French
- Italian
- Dutch
- Spanish
- Portuguese
- Hungarian

 → page 177  → page 68

## Loudspeaker Volume

Setting the loudspeaker volume for optiPoint 410/420 economy/economy plus/standard S V6.0.

- Minimum value: 1 (quiet)
- Maximum value: 8 (loud)
- Default value: 2

 → page 178  → page 97

## Melody

Setting the ringer melody for incoming calls.


- Minimum value: 1 (Melody 1)
- Maximum value: 8 (Melody 8)
- Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 178  → page 99


## Mobility logoff

Enter the user password to log off as a Mobility user. Default value: "000000".

 → page 179

## Parameters for "Phone lock"

Enter the destination to which calls are to be forwarded when the telephone is locked (see also → page 180).

 → page 176

## Parameters for "Repertory dial"

Enter the control functions that are accepted at any position within the repertory dialing sequence, see → page 180.

 → page 176  → page 92

## Parameters for "Selected dialing"

Enter the phone number for direct inward dialing.

 → page 176  → page 42

Ringer Volume

- Setting the ringer volume.
- Minimum value: 1 (quiet)
  - Maximum value: 5 (loud)
  - Default value: 3

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 178  → page 74

Rollover Volume

While you are busy on one line of a multiline telephone, the "Rollover" function shows you whether another call is coming in on another line. You can set the volume level using the following values (1-5):

- Minimum value: 1 (quiet)
- Maximum value: 5 (loud)
- Default value: 3

 → page 178  → page 102

Selecting a Function


Select the required functions for both first and second level function keys.

The following options are available for selection:

Function Key	Explanation
Clear definition <sup>1</sup> (Clear)	Clear current definition.
Selected dialing <sup>1</sup>	Configure function key as a selected dialing key and program telephone number.
Abbreviated dialing	Configure a function key as an abbreviated dialing key.
Repeat dialing	Configure a function key as a redial key.
Missed calls	Configure a function key to display missed calls list.
Voice Messages	Assign a function key for displaying voice messages.
Forwarding	Assign the "Call Forwarding" function to a function key.
Loudspeaker	Configure a function key as a loudspeaker key.
Mute	Assign a function key for muting the microphone.
Ringer off	Define a function key to switch ringer on/off.
Hold	Assign a function key for holding calls.



Function Key	Explanation
Alternate	Define a function key for alternating between two callers.
Transfer call	Assign the "Transfer" function to a function key.
Join	Assign a function key for call connection.
Deflect	Define a function key for deflecting calls.
Setup menu	Assign a function key for evoking the "Setup" menu.
Room echoing	Define a function key for setting the room acoustics to echoing.
Room muffled	Define a function key for setting the room acoustics to muffled.
Shift	Define a function key for accessing the second level of function keys.
Notebook	Define a function key for the "Notebook" function.
Settings	Define a function key for checking the current status (such as active call forwarding settings).
Phone lock	Define a function key for locking and unlocking the telephone.
Mobility	Function key to log on a user as Mobile User.
Local conference	Define a function key for initiating a local conference.
Headset	Function key for activating/deactivating the headset.
Do Not Disturb	Define a function key for activating/deactivating Do Not Disturb.
Group pickup	Assign a function key for answering calls for your pickup group.
Repertory dial <sup>1</sup>	Assign the "Repertory dial" function to a function key.
Feature toggle	Special functions HiPath 8000.
Swap screens	Switches the telephone display from line display to optiPoint display module (DSM) and vice versa.
Call park <sup>1</sup>	Function key for parking calls (only with Sylantrö).
Call pickup <sup>1</sup>	Function key for accepting parked calls (only with Sylantrö).
Call Recording	Function key for recording a call, e.g. via EVOip.
Quit	Function key for ending calls.

Function Key	Explanation
Confirm	Represents the confirm key "  ".

<sup>1</sup> Function keys are also available on the second level.

 → page 175  → page 90

**Tone Sequence**

Setting the ringer sequence for incoming calls.

- Minimum value: 1 (Sequence 1)
- Maximum value: 3 (Sequence 3)
- Default value: 2

In case of a multiline telephone, this setting can be set individually for each line. Please note the message shown on the display.

 → page 178  → page 99

**User Password**

Password input for the web interface user area.

- Current password: enter currently valid password here.
- New password: enter new password here. The new password should be different from the default "000000".
- Confirm new password: confirm new password here.
- Default: 000000

 → page 174  → page 87

## Step by Step

## Using Editors

### Entering Text

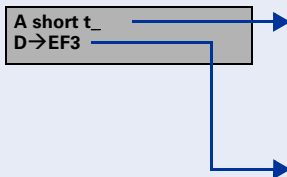
The text editor permits you to use the keypad on your optiPoint 410/420 economy/economy plus/standard S V6.0 to enter text (letters, numerals and special characters).

The editor is automatically activated when the optiPoint 410/420 economy/economy plus/standard S V6.0 requests you to enter text.

Using the editor, you can not only enter characters, but also navigate within text and conveniently delete characters.


Because text can be scrolled to the left or the right, the maximum length of a text item is not limited by the number of characters shown on the display. The upper limit is 200 characters per text item.

### Entering Characters



The text that you wish to generate or modify is shown in the first line of the display. The position for entering, modifying or deleting characters in the text (the cursor) is marked by an underscore "\_".

The second line shows the characters that can be selected using a particular key of the keypad. In certain situations, additional information is also shown here.













The currently selected character is marked by an arrow. In the example shown here, the  key has been pressed twice to select the character "e".

The following table shows all of the characters that can be entered. When you press a key more than once, the characters associated with the key are called up in sequence. If you stop pressing the key for longer than a second, the relevant character is entered.



The precise character assignment is determined by the language setting on the optiPoint 410/420 economy/economy plus/standard S V6.0.

Step by Step

Key	1x	2x	3x	4x	5x	6x	7x	8x	9x	15x
	@	(1)	1							
	a	b	c	2						
	d	e	f	3						
	g	h	i	4						
	j	k	l	5						
	m	n	o	6						
	p	q	r	s	7					
	t	u	v	8						
	w	x	y	z	9					
	/	(	)	[	]	*	<	=	>	%
	.	(1)	,	?	0	!	:	;	'	"
	#	@	_	&	+	-	^			

(1) Space

Shift

Use Shift to switch between upper and lower case when entering letters (shown with a light blue background in the table).

The state of the Shift key (overwrite or insert mode) is shown on the right-hand side of the fourth line:

A short text.\_

DEL

A short text.\_

INS

Shift key not active.

Shift key active

## Step by Step

## Navigating During Text Entry

The following keys can be used for navigation during text entry:



"Shift key" off: delete character to the left of the cursor.  
"Shift key" on: move the cursor to the left or shift the text to the right.



At the right-hand end of the text: enter one space character.  
Otherwise:  
"Shift key" off: delete character to the right of the cursor.  
"Shift key" on: move the cursor to the right or shift the text to the left.



Shift key: when navigating, switch between "move cursor" and "delete character".



Terminate entry and accept changes.



Quit key: terminate entry and discard changes.

If the text is too long to be shown in the display, arrows in the second line show the direction in which the text can be scrolled:

**A long text that is being en**

>

Long text extending past the end of the display to the right: right-pointing arrow.

**at is being entered here.\_**

<

Long text extending past the end of the display to the left: left-pointing arrow.

**A long text that is being en**

<

>

Long text extending past the end of the display to the left and right: left-pointing and right-pointing arrow.

**A short text.\_**

Short text: no arrow.

# Appendix

This appendix contains an overview of the optiPoint 410/420 economy/ economy plus/standard S V6.0 menus as well as any messages that are displayed and their explanations. It also contains tables for the default assignment of function keys.

## Idle Mode Display

Priority	Category	Description
1	Download	The telephone's configuration or software is being updated
2	System	Shows information pertaining to the lack of connection or registration failure with the server
3	Restart	Reminder that the telephone needs to be restarted
4	Call Forwarding	Provides the destination of the active unconditional forwarding
5	Do not disturb	Indicates that with certain exceptions, incoming callers will hear busy tone
6	MWI	Indicates the number of voice messages waiting at the message center
7	Missed calls	Indicates if any new missed calls have been received
8	Default	Shows the local identification information.

User Menu

Telephone Menu	Default
---	
---	
--- 02=Call Log?	
--- 1=Incoming calls?	0
--- 2=Dialed calls?	0
--- 3=Received calls?	0
--- 4=Forwarded calls?	
--- 0=End?	
--- 03=Forward?	Not set
--- 1=Unconditional?	
--- 1=New/change target?	
1=Use keypad?	
2=Use editor?	
0=End?	
2=Switch on?	
3=Switch off?	
0=End?	
--- 2=On no reply?	
--- 1=New/change target?	
1=Use keypad?	
2=Use editor?	
0=End?	
2=Switch on/off?	
0=End?	
--- 3=On busy?	
--- 1=New/change target?	
1=Use keypad?	
2=Use editor?	
0=End?	
0=End?	
0=End?	
--- 04=Do Not Disturb?	Not activated
--- Switch on/off?	
--- Continue?	
--- 05=Setup?	
--- 1=Settings?	
--- 2=Configuration?	
--- 01=Country options?	
1=US?	●
2=DE?	
3=FR?	
4=IT?	
5=ES?	
6=AT?	
7=CH?	
8=BE?	
9=UK?	
0=End?	
--- 02=Language?	
1=German?	
2=English?	●
3=French?	
4=Italian?	
5=Dutch?	
6=Spanish?	
7=Portuguese?	
0=End?	
--- 03=Date/time?	
1=DD.MM.YY?	●
2=YY-MM-DD?	
3=MM/DD/YY?	
0=End?	
--- 04=Call deflection?	

Telephone Menu		Default
---	05=Call forwarding?	On
---	07=Call duration?	On
---	08=Call waiting?	On
---	09=Call transfer?	On
---	10=Call join?	On
---	11=Contrast?	
---	1=Display?	2
---	2=Key labels?	2
---	0=End?	
---	12=Dialing mode?	
---	1=Name?	
---	2=Number?	●
---	3=Name and Number?	
---	0=End?	
---	13=Call display?	
---	1=Name?	
---	2=Number?	
---	4=No display?	
---	5=Name and Number?	●
---	0=End?	
---	14=Daylight Saving?	Off
---	15=Auto Dial Timer?	6
---	16=CFNR Timer?	16
---	17=Hold Ringback Timer?	3
---	18=Music on hold?	On
---	19=Do Not Disturb?	Off
---	20=Message Waiting?	On
---	21=Hold Ringback?	On
---	22=Conference?	On
---	23=Local Conferencing?	On
---	32=Auto answer?	Off
---	33=Autoanswer beep?	On
---	34=Auto reconnect?	Off
---	35=Auto Reconnect beep?	On
---	36=Idle display static?	
---	1=Cycle/Flash?	●
---	2=Static?	
---	0=End?	
---	38=Inactivity timeout?	
---	1=No timeout?	●
---	2=30 seconds?	
---	3=1 minute?	
---	4=2 minutes?	
---	5=5 minutes?	
---	6=10 minutes?	
---	7=15 minutes?	
---	0=End?	
---	39=DSM call view?	On
---	40=USB Keyboard type?	
---	1=English?	
---	2=English US?	●
---	3=German?	
---	4=Spanish?	
---	5=Italian?	
---	6=French?	
---	0=End?	
---	43=Deflect address?	
---	01=New/Change Target?	
---	00=End?	
---	44=Line settings?	Off
---	45=Call view icons?	On
---	46=Call park?	On
---	47=Call Park pickup?	Off



Telephone Menu		Default
---	48=Idle dialing mode?	●
---	— 1=Contextl?	
---	— 2=Hot-keypad?	
---	00=End?	
---	49=Callback-busy?	OFF
---	50=Callback-no reply?	OFF
---	51=Idle missed calls?	ON
---	52=Busy when dialing?	ON
---	53=Hangup while ringing	ON
---	54=Mobility-Flasch-LED?	
---	55=Call Recording?	
---	00=End?	
---	<b>3=Local functions?</b>	
---	1=Abbrev. dialing?	not programmed
---	2=User password?	000000
---	3=Lock Phone?	Off
---	— 02=Lock Only?	
---	— 03=Set/Change Target?	
---	— 00=End?	
---	4=Memory?	
---	— 1=Clear abbrv List?	
---	— 2=Delivery status?	
---	— 0=End?	
---	0=End?	
---	<b>4=Function keys?</b>	
---	1=Non shifted keys?	
---	— 01=Clear?	
---	— 02=Selected dialing?	
---	Abbrev. dialing	
---	04=Repeat dialing?	●
---	05=Missed Calls?	●
---	06=Messages?	
---	07=Forwarding?	
---	08=Loudspeaker?	●
---	09=Mute?	
---	10=Ringer Off?	
---	11=Hold?	
---	12=Alternate?	
---	13=Transfer call?	
---	14=Call join?	
---	15=Deflect?	
---	16=Setup menu?	
---	17=Room echoing?	
---	18=Room muffled?	
---	19=Shift key?	●
---	20=Notebook?	
---	21=Settings?	
---	22=Lock Phone?	
---	23=Conference?	
---	24=Local Conferencing?	
---	25=Headset?	
---	26=Do not disturb?	
---	30=Group pickup?	
---	31=Repertory dialing?	
---	32=Line?	
---	33=Feature Toggle?	
---	34=Park?	
---	35=Pickup?	
---	36=Swap Display?	
---	37=Cancel/Release?	●
---	38=Confirm?	
---	39=DSS?	
---	40=Consult/Transfer?	

Telephone Menu			Default
		--- 41=Callback?	
		--- 42=Cancel Callbacks?	
		--- 43=State Key?	
		--- 44=Mobility?	
		--- 45=Call Recording?	
		--- 00=End?	
	2=	Shifted keys?	
		--- 1=Clear?	
		--- 2=Selected dialing?	
		--- 3=Repertory dialing?	
		--- 4=Park?	
		5=Call Park Pickup?	
		--- 0=End?	
	0=	End?	
	5=	Audio settings?	
		--- 01=Loudspeaker vol.?	2
		--- 02=Ringer volume?	3
		--- 03=Ringer?	2/2
		--- 05=Handset volume?	4
		--- 06=Room character?	
		--- 1=Normal?	●
		--- 2=Echoing?	
		--- 3=Muffled?	
		--- 0=End?	
		--- 07=Key click volume?	0
		--- 08=Headset vol.?	2
		--- 09=Rollover vol.?	2
		--- 10=Line Specific Ringer.?	0/0
		--- 1=Reset All?	●
		--- 2=Change?	
		--- 0=End?	
	09=	Voice messages?	
		--- 1=Message Centre?	
		--- 0=End?	
	11=	Mobility?	
		--- 1=Logon?	
		--- 0=End?	

# Telephone Menu

## Dialing

Menu Option	Action	Next Step
Please dial #?	Dial by number	Dialing via the keypad
Program dest. Name?	Dial by name	Name dialing via the keypad via the text editor
Dial editor?	Open the "Address" menu	Dialing via the "Address" menu
Redial?	Redial last number dialed	Dialing the stored number

## Connection Status

Menu Option	Action	Next Step
Consultation?	Hold user 1, call user 2	Consultation call" menu
Hold?	Place call on hold	Basic call" menu
Transfer?	Transfer call to user 2 and clear connection without consultation	Idle menu
Disconnect?	Clear the current call	Idle menu

Consultation Call

Menu Option	Action	Next Step
Alternate?	Hold connected user and call up user on hold	Consultation call" menu
Create local Conf.?	Connect held and connected parties to local conference	Consultation call" menu
Transfer?	Transfer connected call to user 2 and return to held party	Basic call" menu
Join?	Transfer call with consultation to the two parties in contact and withdraw from the conversation	Idle menu
Hold?	(DFT only) Place connected call on hold	
Disconnect and return?	Disconnect connected user and call up user on hold	Basic call" menu

Incoming Calls

Menu Option	Action	Next Step
Refuse call?	Do not accept incoming call	Idle menu
Answer call?	Answer incoming call	"Call join" menu, if first call "Consultation" menu if second call
Deflect call?	Redirect incoming call to another destination	Idle menu

Using Group Features

Menu Option	Action	Next Step
Pickup Call?	Answer a call to your pickup group	Basic call" menu→ page 195
Ignore?	Ignore a call to your pickup group	Idle menu

## Messages and Alarms

### Status Messages

Status messages are generally displayed in the top display line. They remain there (static) until they are replaced by a new status.

User Display (2nd line)	Explanation
Connection refused	A connection to the specified destination cannot be established
Connection refused	The remote terminal is alerting
Busy	The remote terminal is busy
Rejected	The remote user rejected the call
"Call join" menu	The call is connected
Cleared	The remote user cleared the call
Cleared - unknown	The call was cleared for an unknown reason
Still on Hold	The call xxxxxxxxx is in the held state
Cannot Be Held	It was not possible to place the connected terminal on hold
Cannot Be Transferred	It was not possible to effect a transfer
Call waiting" menu	There is an unanswered call outstanding
Cannot Be Deflected	It was not possible to deflect the incoming call

Line Key Status Indication

LED	Line status	Description
OFF	Idle	No connected calls.
BLINKING RAPIDLY	Call waiting mode.	A new incoming call/possible callback is waiting. <sup>(1)</sup> or <sup>(2)</sup>
FLICKERING	Held.	A call held in a queue that can be answered by the multiline telephone.
BLINKING SLOWLY	Idle (forwarded)	The line is forwarded immediately (prime line only) <sup>(3)</sup>
BLINKS SLOWLY	Idle (forwarded)	A secondary line is forwarded immediately (Hi-Path 8000 forwarding) <sup>(4)</sup>
ON	Busy (local) <sup>(5)</sup>	The line is seized by a connection to the multi-line telephone.
	Busy (remote station) <sup>(4)</sup>	The line is seized by a connection to another multiline telephone.
FLICKERING WEAKLY	All	The line appears on the display, i. e. it is busy.

- (1) In the case of a line for which a call is waiting, call waiting mode is maintained so that information on the waiting call remains displayed.
- (2) A call may already be connected to the line for which a new call is waiting. This is referred to as "Call Waiting". The connection can be active or held
- (3) The LED indicator on the prime line key indicates immediate forwarding instead of an idle line.
- (4) Only if activated by administrator.
- (5) An active call is connected to the multiline telephone. A call is connected to the other telephone.

Direct Station Select key Status Indication

LED	Line status	Description
OFF	Idle	The line assigned is not used.
ON	Busy	The main line of the target telephone is busy.
BLINKING	Incoming call	An incoming call is waiting on the main line of the target telephone.

## Error Messages

The error display on the telephone is limited to one display output and acoustic signals possibly generated from the network.

As a rule, error messages are shown in the bottom line of the display. This means that the connection between the original action and the error which has occurred is retained.

Example:

It is not possible to deflect the incoming call:

**08972261485**

Cannot Be Deflected

Press the ☒ or Cancel  
key

In special cases, the third display line may also be used for display outputs so that the cause of the error can be clearly described.

Error messages can be "cleared" and confirmed manually either with the ☒ or the Cancel key.

## Labeling the Keys

You can choose from the following options to label the keys on the opti-Point 410/420 economy/economy plus/standard S V6.0 with the functions or telephone numbers saved:

### Labeling

- By hand:  
Labeling strips are delivered with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.
- With a computer via the Internet:  
You will find the "Online Key Labelling Tool" along with the user interface at <http://www.siemens.com/hipath> → "Downloads" → "Software".

Place the strip next to the keys, then place the transparent cover over it (**matte side facing up**).





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